



M A G I L L
S C H O O L

Magill School Out of School Hours Care (OSHC) Parent & Guardian Information

Phone: 8332 5762

www.magillschool.sa.edu.au

mpsoshc@chariot.net.au

National Quality Standard Rating:

Exceeding
National Quality Standard



Australian Children's
Education & Care
Quality Authority

Services Available:

Before School Care	7:30am-8:25am	\$8.00
After School Care	3:05pm-6:00pm	\$17.00
Pupil Free Days	7:30am-6:00pm	\$39.00
Vacation Care	7:30am-6:00pm	\$50.00

Child Care Benefit MAY apply

Acting Director: Monica Velea

Acting Assistant Director: Kimberly Bohmer

Welcome to Magill Out of School Hours Care

This handbook has been created as a guide for families using our service. Our Out of School Hours Care program aims to provide a safe, secure and stimulating environment at the highest possible standard. Please read this handbook and keep for your reference.

The director is available to answer any questions or queries you may have, however due to staffing ratios it may be necessary to make an appointment.

Communication is a vital part of providing a quality service to families/caregivers.

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Philosophy

We believe that Out of School Hours Care (OSHC) is a valuable and an integral part of the Magill School and the local community. It is a time and place for children to have fun, enjoy playing together and develop positive relationships and useful skills in an environment free from prejudice or bias.

Aims

The Magill Primary School Out of School Hours Care service aims to provide high quality recreational care for primary school aged children, in a welcoming, comfortable and safe environment while their parents work, study, seek employment or have respite time.

Objectives

To support our Philosophy, we will ensure that the OSHC service:

1. is safe, stimulating and caring by providing:
 - appropriate supervision in a safe environment.
 - relaxing and comfortable surroundings.
 - inclusive experiences that reflect the needs and cultural diversity of the community.
 - a range of challenging, rewarding, relaxing and alternative activities for children which are continually evaluated to meet children's needs, interests and abilities.
 - an understanding of the importance of middle childhood and play.
 - good facilities and equipment, which are continually improved to meet changing requirements.
 - liaising closely with school staff for continuity of care.
2. encourages communication and social interactions by:
 - valuing the inclusion of the cultural diversity of all families using the service.
 - exploring a range of experiences in an environment free from harassment, bias and racial prejudice.
 - encouraging children to participate in program planning, evaluation & decision making within the service.
 - actively seeking to build and maintain relationships between children, staff and parents.
 - encouraging friendships that mix children from various ages, genders, cultures and abilities.
 - promoting group activities while recognising individual needs.
 - encouraging children to demonstrate responsible behavior.
 - encouraging children to listen and respect the opinions, values and cultural differences of others.
3. is affordable, accessible and addresses the needs of all families in the community by:
 - encouraging all families to participate in the service.
 - respecting all families' rights to have input in the decision making.
 - endeavoring to make responsible decisions about income, expenditure and quality of care.
 - protecting the privacy of individuals and families of the service.

4. employs appropriately qualified and skilled staff who also
 - are caring, supportive and inclusive in their interactions with the children, families and other staff.
 - can develop exciting and stimulating age appropriate activities.
 - continually develop their professional skills.

Advisory Committee

The Magill OSHC Advisory committee is made up of OSHC parent volunteers, senior school management and the OSHC Director & Assistant Director. The Operator of the Magill OSHC Service is the Magill School Governing Council. The Operator/Advisory committee ensure that decisions it makes are made in accordance with its constitution and in the best interests of the service.

The OSHC Advisory committee make every effort to reflect the special nature of the community and encourage parent input while considering the needs of children, parents, and staff in the operation of the service. All OSHC parents and guardians are invited to join this Advisory committee please see the Director if you are interested. The Advisory committee meet twice a term.

OSHC Components

Before School Care is a great program for children who require care during before school hours. Children will enjoy unstructured play and stimulating activities that help get them ready for the day ahead. The program runs between 7:30am – 8:25am with a maximum of 45 children who all attend Magill School. We provide healthy breakfast options at before school care. Children have the choice of cereal, fruit, and toast with various toppings before 8:10am.

Our **After School Care** program offers a healthy nutritious snack and a wide range of flexible activities. Children can choose from a variety of materials and resources including board games, arts, crafts, music, cooking and sports. With the support of qualified, experienced staff, children can select and plan their own activities and experiences. In consultation with parents, staff can also supervise homework. After School Care service runs from 3:05pm until 6pm Monday to Friday excluding public holidays and caters for a maximum of 100 children ranging in age from Reception through to grade 7 who attend Magill School.

Vacation Care provides care to school-aged children during the school holidays. Vacation care offers great fun and diversity through activity theme days, excursions and incursion programs as well as specialty clinics in sports and creative arts. The vacation care program is run every school holidays Monday to Friday (excluding public holidays) from 7:30am-6:00pm with a maximum of 60 children from Magill School and the general community who are primary school aged. We take children on excursion to various venues around Adelaide using a private bus service twice a week. If care is required during vacation care periods **please ensure you book your child/ren early to avoid disappointment.**

On **Pupil Free Days** and **School Closure Days** OSHC provides care for Magill School families from 7:30am-6:00pm for a maximum of 60 children.

Timetable

Before School Care 7:30am-8:25am

Children are offered a range of activities starting with a healthy breakfast followed by free play, drawing, games, Lego and TV. Children are dismissed at 8:25am and the juniors are walked over as a group to the junior area.

After School Care 3:05pm – 6:00pm

3:05pm SCHOOL BELL RINGS

- **Primary children** walk over to OSHC and are marked off the attendance roll as they arrive. They wash their hands and have afternoon snack.
- **Junior Primary children** meet staff outside classroom P6 for roll call and walk over to OSHC together with staff. Hands are washed on arrival and afternoon snack is available.

At Magill OSHC we support a healthy attitude to eating by providing a balanced, fresh and nutritious afternoon tea for all children in our care. The food we provide at covers the essential food groups and our big selection promises you that your child is receiving their nutrients that their growing bodies need.

3:30pm – 5pm Free play

- Children enjoy many different activities at OSHC such as Lego, games, drawing, arts and crafts, home corner, various books, playground, sports in the gym, oval or courts and much more.
- We have a TV area where children enjoy relaxing and watching a good movie
- Daily art and craft activities in the OSHC art room are very popular
- We offer both structured and non-structured physical activities. In the Gym children have access to skipping ropes – basketballs – hoops – tennis racquets and much more for free play or group games.
- The children also enjoy playing organized group games such as soccer, tag and popular school games such as fruit salad, golden child, just to name a few!
- Children also enjoy using the playground equipment, asphalt and grass areas adjacent to OSHC.

5:00pm Pack up time

5:05pm Group time

What happens during group time?

- Brainstorming of ideas and suggestions for the OSHC program
- Raising of issues of concern such as safety and behavior and relaying of OSHC program news to the children
- Introduction of new children/staff/procedures
- Sharing circles on current topics i.e. school events, birthday celebrations, drama games/co-operative circle games, voting on after 5pm activities, discussions around the weekly theme
- An opportunity for children to entertain the group through dance, song or a joke
- Sharing something they have learnt or made at school or OSHC

5:20pm Group games in the gym or TV and quiet time in the main room.

6:00pm OSHC is closed

Environment

The Magill OSHC environment is welcoming, attractive and inviting to children, educators and families. It is also flexible and adaptable to the children's changing and ongoing needs. The learning environments are adaptable and structured to cater for the varied developmental abilities of all the children enrolled. The learning environment is continually enhanced as educators reflect on the impact of well thought out learning spaces and the relationship to children's wellbeing and behavior.

The inclusion of special cultural articles or features from educators and families represent the interests and culture of the group and contribute to a sense of belonging. Our comfortable indoor and outdoor areas invite and encourage connections and are ideal for social gatherings. The natural outdoor setting provides an abundance of opportunities to engage the senses. Being able to engage all the senses heighten children's awareness, their skills of observation, their willingness to explore and their sense of inquiry.

National Quality Framework

The National Quality Framework commenced from the beginning of 2012. OSHC services are assessed and rated against the National Quality Standard and the National Law and Regulations. The National Quality Standard (NQS) is designed to promote the best possible level of education and care by outlining the elements that best support a child's learning and development. It guides services to provide the highest quality education and care for a child. Our educators plan a program which includes the skills and knowledge that children need in the five Learning Outcomes. We also focus on supporting your child to develop skills that will assist them in school. Educators are happy to meet with parents and share feedback and information about your child's progress and wellbeing.

The following are the specific Learning Outcomes which guide our educational program.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure and supported
- Children develop their autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

Sustainability

We believe middle childhood is a key time to involve children in environmental education for sustainability and develop lifelong practices to ensure the respect and protection of each other and our planet. Our services have a strong commitment to environmental education and we promote a sense of responsibility, respect, empowerment and active participation to make a positive difference. Children are supported to learn of the importance of reducing, reusing, recycling and caring for the environment. Sustainable practices are embedded in our daily routines and educators guide the children to develop an awareness of the natural environment and living things. Within our daily program, we focus on connecting with nature; maintaining gardens and animals; environmental health, eliminating chemicals and pesticides; responsible use of water and energy and waste minimisation.

Access to the Service

Access for families and children to the Magill OSHC Service will be non-discriminatory.

Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected.

Other members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and staff or the provision of training and experience to people in the children's services field.

Enrolment

An enrolment form must be completed by each family for each child and updated annually.

On enrolment, parents will be given advice about access to our online Parent/Guardian Handbook, service policies and asked to complete the Enrolment Form and sign our Fee Policy. Enrolment information will be kept in a confidential file. Access to this information is available only to the Director, service staff and Commonwealth Department Officers. It is the responsibility of a parent to notify the Director of any changes to family circumstances. Other

documentation may be required to ensure your child is able to receive the best possible care while attending the program, at the service director's request. In some cases, it may be necessary for the service directors to request a meeting with parents and other agencies before the commencement of the enrolment may take place.

Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. The Australian Government funds child care with a major purpose of meeting the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care. The Australian Government has determined guidelines for allocating places in these circumstances.

These guidelines apply to centre-based long day care, in-home care, family day care and outside school hours care services.

There are three levels of priority, which child care services must follow when filling vacant places:

Priority 1: A child at risk of serious abuse or neglect.

Priority 2: A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

Priority 3: Any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families on lower incomes.
- Children in families with a non-English speaking background.
- Children in socially isolated families.

There are some circumstances in which a child who is already in a child care service may be required to leave the service. Any child care service that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service for the service to provide a place for a higher priority child. The above list is not in any priority order and children may fall into. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language.

Waiting List

If a place is not immediately available at the service, your child may be put on a waiting list, and details about priority of access eligibility and care requirements will be required. Priority will be given to siblings of existing enrolments.

Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the Director or Assistant Director and enrolment may proceed.

OSHC Bookings

Families who have not used our service before will need to complete an enrolment form before care can be given. It is essential that all care is pre-booked; without a prior booking, we cannot accept your child/ren. Children who arrive without a booking will be sent to the school office until collected by their parents.

Bookings can be made on a permanent or casual basis (if places are available) by contacting OSHC on 8332 5762. After hours' message can be left on the service's answering machine. Please note there are licensed limits on our attendance numbers and we may not be able to accommodate your booking.

Children Referred from School

Where the parent has not given prior notification, children not collected from school by 3.45pm will be taken to the OSHC service. The custodial parent will be liable for any fees incurred. If the child has not been enrolled at the service their relevant health and contact details will be made available to the OSHC service by the school. If space is not available, normal school procedures will apply.

Child Attendance

Parents will be notified immediately if their child has not arrived for booked care. Please notify the service on 83325762 if your child is away from school on a day when they are booked for care.

Signing in and out of OSHC: all children need to be signed in and out of the program on the roll every time they attend. Parents have the responsibility for signing and/or counter signing the attendance roll to verify attendance. The family assistance office will not pay Childcare Assistance to families where children are not signed in and out of care and proof of attendance is not available. Children attending Before School Care/Vacation Care sessions will be signed in by parents and signed out by staff. Staff will sign in children attending After School Care sessions. Parents are asked to co-sign the 'in' attendance and then sign "out" when they collect their children.

Child Care Benefit

The Commonwealth Government offers assistance to reduce the cost of care for families. Most families are entitled to the minimum percentage. Please contact the Family Assistance Office at your nearest Centrelink service or call Family Assistance Office 13 61 50 to register your family and your eligibility to receive Child Care Benefit can be assessed.

Whether you choose to receive Child Care Benefit as a fee reduction off your weekly accounts or as a lump sum at the end of the financial year, you will need to register with Centrelink. Child Care Benefit is not payable until the program receives a separate Customer Reference Number (CRN) for parents and each child, plus individual date of births for both parent and child. For more information refer to www.mychild.gov.au.

Fee Structure

The Out of School Care Program operates on a not for profit basis. Surplus will be expended on equipment & resources for the children's programs, minor upgrades and service improvements, as specified by the OSHC Advisory Committee. Fees are set to cover the cost of the program and to meet the projected budget for the service. They are subject to change. Fees are charged on a per session basis, per child. Statements are emailed out to parents on a fortnightly basis.

Allowable Absences: Each child is eligible to receive CCB for an initial 42 absence days per financial year. These absences can be used for any reason, provided care would otherwise have been provided on the absence day. No evidence of the absence circumstance is required for the initial 42 absence days. If a child has already used their initial 42 days absence, no further absences should be reported, unless those absences are additional absences.

Additional Absences: Once a child has used all their initial 42 absence days, additional absences will require supporting documentation such as: a medical certificate, parent's rotating shift or rostered day off, or shared custody arrangements. There is no limit on the number of additional absences, provided relevant supporting documentation is produced.

Policy and Procedures for Payment of Fees

Policy Statement

The Magill Out of School Hours Care aims to provide a quality, caring and professional service to families at an affordable price. Details of an individual's account will be confidential and stored appropriately. Individual families may access their records via the School Finance Officer.

Procedures for Setting Fees

The Magill OSHC Advisory Committee will determine the fee level required. The recommendation will be presented to the School Governing Council for ratification. The fees charged will be reviewed as required. A minimum of 3 weeks' notice will be given to families re any changes to the current fee structure.

Payment of fees

All families must sign the agreement on the annual booking sheet and return it to the OSHC office to be filed. Accounts are issued weekly and will be e-mailed or posted.

Payment may be made by cash, cheque, credit card, EFTPOS through the school Finance Office – opening times: 8:30am-9:30am & 2:45pm-3:15 pm daily.

Online payment is also available via the school website (link in OSHC section) or bank transfer.

All fees due must be paid within 2 weeks of account being issued. Receipts will be issued on payment and will appear on the next account.

Difficulty with Payment of Fees

Families who are experiencing financial hardship need to inform the School Finance Officer and negotiate a suitable payment schedule. This agreement will be recorded, signed and kept on file for future reference.

Child Care Benefit (CCB) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.

Child Care Benefits can be received as:

- A reduction of fees through the service.
- A lump sum payment to families at the end of the financial year that the Service is used in.

Child Care Benefit cannot be deducted unless the centre has received notification from the FAO.

Child Care Benefit can only be claimed if attendance records are signed by parent/caregiver/guardian.

Penalty Fees:

If a booking for After School Care is not cancelled by 10:00am that morning either in person, by phone or email, the full fee of \$17.00 will be charged.

For Before School Care cancellations must be received by 7:00am on the day of care in person, by phone, email, or message left on the OSHC answering machine, or the full \$8.00 fee will be charged.

Vacation Care - Once vacation care bookings are made full fees will apply to any cancellations of booked care without a medical certificate. Once you have made a booking for a vacation care session you will be charged irrespective of whether you use that session or not, unless you provide OSHC with a medical certificate.

Late collection of children from After School Care or Vacation Care, that is after 6pm. The following fees will apply:

6:00pm - 6:05pm collection will accrue a flat \$5 charge

6:06pm-6:15pm collection will accrue a flat \$20 charge

6:16pm-6:30pm collection will accrue a flat \$40 charge

An additional \$20 will be accrued every 15 minutes after 6:31pm

Debt Management for Non-Payment of Fees: Policy Statement

All families using the Magill Out of School Hours Care & Vacation Care services must contribute to the cost of care by paying their fees in full and on time

Procedures

STEP 1. REMINDER

- Families, who have outstanding fees for greater than 14 days, will receive notification via their account requesting payment.

STEP 2. PAYMENT WITHIN 7 DAYS REQUEST

- If the account is not paid up to date or if contact is not made with the Finance Officer, the Director, or Assistant Director, the family will receive notification via their account requesting payment within 7 days. Alternatively, the family must contact the Director within 7 days to discuss payment options.

STEP 3. REFUSAL OF CARE & ACCOUNT SENT TO DEBT COLLECTION

- Further non-payment of fees owed will result in a notification to families via their account advising that attendance at OSHC will be refused until all outstanding fees are paid. If a child arrives at OSHC following notification of refusal of care, the child/ren will be taken to the school office and the family contacted to collect their child/ren. Further action will be implemented on behalf of the School's Governing Council to ensure that outstanding monies are recovered through the use of a Debt Collection agency.

Payment of OSHC Fees

All fees due must be paid within 2 weeks of account being issued.

Payment options:

- *Phone payments* using a Visa or Mastercard can be made via the School finance officer Chris Gray. Call 8331 9422 between 8:30am-9:30am or 2:45pm-3:15pm.
- *On-line via the School website:* follow the link from www.magillschool.sa.edu.au in the OSHC section. You will need the details on your invoice to complete the relevant details.
- *In person:* to pay by cash, EFTPOS, credit card, cheque or money order see the School finance officer Chris Grey in the School front office between 8:30am-9:30am or 2:45pm-3:15pm.
- *Direct Debit:* BSB: 065-125, Account: 10377085, Name: Magill Schools Governing Council Inc. OSHC Account

Late Collection of Children from After School Care and Vacation Care

To avoid a late fee, please organise for your child to be collected before closing time at 6pm. If for some reason, you are unable to do so, then please contact the service by phone and organise for your child to be collected before 6pm by an Authorised Emergency Contact. If children are collected after 6:00pm fees will be charged in accordance with the services *Late Collection Policy*.

If the parent has not contacted the service and the child has not been collected 5 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected within 30 minutes the police will be informed of the circumstances and whereabouts of the child. A notice will be posted on the service's door containing the police contact number.

First Aid

In the event of illness or injury an Illness/Injury form will be completed by educators. Parents are informed of the incident at pick up or if urgent, as soon as possible. Parents are asked to sign the report and a copy will be made available to you. In the event of an incident requiring hospital or medical treatment parents are informed and an ambulance is called. Educators, volunteers are informed of and follow our policy regarding illness and injury procedure. At all times, there is at least one educator on duty with a current first aid qualification.

Medication

OSHC staff will assist with children's medication if:

1. It is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements.
2. The parent has completed and signed the service's *Request to Administer Prescribed Medication* form.

All medication, shall be given directly to the staff member in charge, not left in the child's bag or locker, and kept in a safe place and refrigerated where appropriate.

Parents need to be aware that non-prescription medication such as Panadol cannot be administered to children unless accompanied by a medical authorisation.

Child Protection

As a community, we all have a role in ensuring children are safe and able to develop in an environment free from abuse and neglect. All educators working in children's services are mandatory reporters. This means that if we have concerns that a child is at risk of significant harm, or you or your child discloses they are at risk of significant harm, we will contact the Department of Families and Community Services.

Authorisation to Collect a Child

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child. If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the Director will contact the custodial parent/guardian to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent/guardian's authorisation has been obtained.

Food and Drinks

We encourage healthy eating at OSHC. During our After School Care Program, there is always a variety of afternoon tea options available for your child to enjoy. Our menus are developed and guided by the Dietary Guidelines for Children and Adolescents in Australia. Please speak to educators if you would like more information on nutrition, or if you have any concerns about your child eating or drinking whilst at OSHC.

Anaphylaxis

An increasing number of children are now experiencing anaphylactic reactions to a variety of triggers. Anaphylaxis is the most severe form of allergic reaction and can be potentially life threatening. To safeguard children attending the service we **exclude all foods containing nuts or nut related foods and products.**

Head Lice

Any child or adult can be affected by head lice. It is not a sign of a dirty or careless lifestyle, or a negative reflection on parenting ability. Any child noticed with live lice will not be automatically be excluded. Children who are affected will not be stigmatised or excluded from activities, but staff will counsel the child privately to be careful about avoiding contact with other children until they have been checked and cleared of the infestation and will monitor their contact to limit the effect on other children.

Car Parking

For children's safety, UNDER NO CIRCUMSTANCES SHOULD PARENTS CARS BE DRIVEN INTO SCHOOL PROPERTY. This refers to any time of day, and all weather conditions. Please park on the road and enter via the gate when dropping off or collection your child/ren.

Illness and Infectious Disease

The service aims to balance the wellbeing individual children with the wellbeing of the group. Unfortunately, we cannot provide one to one care for children who are unwell. Therefore, sick and contagious children must be kept at home. No child with a fever, vomiting, severe respiratory infection, diarrhea, immunisation preventable disease, a transmissible skin infection not yet treated, or other suspected infectious illness can attend OSHC.

If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent/guardian arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts. We follow exclusion guidelines from the National Health and Medical Research and Staying Healthy:

https://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55e_exclusion_period_poster_130701.pdf

If a child requires immediate medical aid, the service staff will secure that aid and notify the parent. If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

Evacuations and Emergencies

The service has an evacuation plan which is practiced regularly with the children. The attendance register is used as a roll on these occasions so please ensure that you sign in and out at all times. If you happen to be at the service when a practice is being conducted please support the staff by following their directions. Evacuation plans are posted at exit points.

Sun Protection Policy

Outdoor Activities

The service will use a combination of sun protection measures whenever UV Index levels reach 3 and above. This will include:

- From September to April sun protection is required at all times. Extra sun protection is needed between 10am and 2pm and during this period outdoor activities should be minimized. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.
- In May, June and July when the UV index is mostly below 3, sun protection is not required. Extra care is needed for all children who have very fair skin.
- Planning outdoor activities before 10 am and after 2 pm where possible.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning excursions and incursions.

Shade

All outdoor activities will be planned to occur in shaded areas. Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns. The service will provide and maintain adequate shade for outdoor play. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade.

Hats

Educators and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is:

- Legionnaire hat.
- Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm).
- Broad brimmed hat with a brim size of at least 6cm (adults 7.5cm).
- *Please note: Baseball caps or visors do not provide enough sun protection and therefore are not recommended.*
- Children without a sun safe hat will be asked to play in an area protected from the sun (e.g. under shade, veranda or indoors).

Clothing

When outdoors, educators and children will wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. This includes wearing:

- Loose fitting shirts and dresses with sleeves and collars or covered neckline.
- Longer style skirts, shorts and trousers.
- *Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.*

Sunscreen

All educators and children will apply SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours. Sunscreen is stored in a cool, dry place and the use-by-date is monitored.

Role Modeling

Educators will act as role models and demonstrate sun safe behaviour by:

- Wearing a sun safe hat (see Hats).
- Wearing sun safe clothing (see Clothing).
- Applying SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.

- Using and promoting shade.
- Wearing sunglasses that meet the Australian Standard 1067 (optional)
- Families and visitors are encouraged to role model positive sun safe behaviour.
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Education and Information

Sun protection will be incorporated regularly into learning programs. Sun protection information will be promoted to educators, families and visitors. Further information is available from the Cancer Council website www.cancercouncil.com.au/sunsmart.

Grievance Procedures

Policy Statement

All members of the Magill OSHC community have a right to be heard if they have a grievance, and receive a response to that grievance within a reasonable time.

HOW POLICY WILL BE IMPLEMENTED:

Issue or Concern – Steps to be taken

1. All Personal Matters and General OSHC Matters should be raised directly with the OSHC Director or the Assistant Director. Where this is not possible, through the Deputy Principal in a confidential manner. Issues such as, nutrition, behavior management, activities and care policies should be raised with the Director.
Parents raising issues should be prepared to talk about their own child/ren and a particular incident or example. Parents and/or children may use another person to help them to raise an issue. This may be a friend, a school counselor or a management Advisory committee member.
2. If the matter is not considered to be satisfactorily resolved, a meeting with the Senior Management Group responsible leader the Deputy Principal should be made.
 - a) This would be followed up with a phone call to monitor the situation.
 - b) It may also result in a further discussion with the parents, Director and Deputy Principal.
 - c) It might include inviting outside support for the family or OSHC service.
3. If the grievance matter remains unresolved contact the DECD Project Officer for the Eastern suburbs, who will try to resolve the situation further.

Confidentiality: It is important that these grievances are kept confidential. At times, you may seek support from friends to gauge their reaction; it is important to do this wisely. At all times, it is imperative, for the child/ren's sake, that the service is not criticised in the child/ren's hearing. When the matter is discussed, the child/ren involved need to hear that there is confidence that any problem or concern will be confidentially resolved at the service level.

Time Frame: A grievance, depending on its complexity may take days or even weeks to resolve. However, initial investigations or actions will be undertaken within one working day where possible.

Written Record: All discussions and outcomes will be documented at each stage.

Additional Information

If you would like any additional information about the service please see the Director. All policies and procedures are located in our Policy and Procedures Folder for you to view at any time. If you would like to make any suggestions about improving our service please email: mpsoshc@chariot.net.au.