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### Section 8 Learning and Playing Together

### Section 9 Other Connections with this service
Kensington Primary School OSHC service provides a high quality, accredited and affordable Before/After School and Vacation child care service.

1.1 **Philosophy:**
The Kensington Primary School Care Program provides quality, affordable childcare for primary school aged students. In doing so, the care program commits to providing a safe environment where inclusiveness, diversity, equality, and the United Nations Convention on Rights of the Child are embraced.
The Care Program creates an enjoyable environment where children are able to socialize with a range of other children from a broad array of backgrounds and age groups. The program staff have a strong understanding of the importance of middle childhood and the value of play. As such, we endeavour to provide children with a variety of fun, safe and engaging activities that promote cooperation and friendship, as well as embracing children’s individuality. The selection of appropriate leisure activities that are offered allow children to explore their creativity, participate in sporting and other physical activities, or simply to rest and relax following a long school day.
The Care Program is a not-for-profit organisation that strives to maintain affordability of fees, and ensures the privacy of personal information.

1.2 **Goals of the Care Program:**
- Provide a safe, secure and stimulating environment for children.
- Provide a wide range of fun and interesting indoor and outdoor activities which take into consideration children's individual needs, ages and diverse backgrounds.
- Respect each child as an individual and promote a positive self-image, providing opportunities for children to develop their self-esteem, resilience, problem solving abilities & confidence
- Encourage children to respect themselves, their peers and their carers through reasoning, boundary setting, and involving children in decision making about acceptable behaviour models.
- Meet the needs of caregivers who require out of school hours care for their children.
- Create an environment that encourages families to participate in the ongoing development of the program through open communication, feedback and suggestions
- Value staff as individuals with unique skills and abilities, and provide them with ongoing opportunities to be involved in the preparation of the program and for external professional development
- To maintain the highest standards of Occupational Health and Safety and Quality Assurance at all times
2. **About the Program**

Kensington Primary School Care Program is accredited by the National Childcare Accreditation Council. The program caters for up to 45 children for morning sessions, 75 for evening sessions and 30 children for vacation sessions.

**Contact:**

Phone: 03 9376 9848  
Email: careprogram@kensingtonps.vic.edu.au  
Fax: 03 9376 4574

**Hours of Operation:**

Monday to Friday (school days and most curriculum days)  
Morning Care 7.30am – 8.45am  
After Care 3.30pm – 6.00pm  
Vacation Care 8.00am – 6.00pm

**Staff and Staff Standards**

We maintain a minimum staff ratio of 1 adult per 15 children at all in-house sessions with a minimum of 2 staff. For excursions we have 1 adult to 8 children and 1 to 5 for high risk excursions (swimming etc). A qualified staff member must be present for each 30 children.

**Key staff members for 2014 are:**

**Acting Coordinator:**  
Rebecca Clifton / Diploma Childhood Services OSHC

**Permanent Assistants:**  
Joanne Schaeche / Diploma Childhood Services OSHC  
Joy D’Agostino

**Casual Assistants (as of June of 2014):**

<table>
<thead>
<tr>
<th>Cassandra Bellassai</th>
<th>Zoe Michell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erika Borinaga</td>
<td>Doyle Miller</td>
</tr>
<tr>
<td>Sita Fatchen</td>
<td>Safia Mohamed Sugule</td>
</tr>
<tr>
<td>Jack Ingram</td>
<td>Tess Underwood</td>
</tr>
<tr>
<td>Phoebe Luhrs</td>
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*We encourage you to get to know all staff members and engage with the program*
3. **Our Staff Standards:**

Staff are expected to wear neat, casual clothing or staff top, appropriate footwear and any protective gear (sunhats, sunscreen etc.). Staff without a staff top are asked to wear their Working With Children (WWC) check or a school photo I.D.

Staff are expected to act appropriately at all times, showing no bias or prejudice for children, staff or families and conduct themselves with professionalism and integrity.

In addition, staff are expected to:

- Provide a safe, friendly and relaxing environment for all children, parents and visitors
- Engage children into activities
- Be responsible for the performance of all their duties
- Be familiar with the philosophy and goals of the program and conduct themselves in a manner that positively promotes these ideals
- Ensure that all children and people attending the program are safe and that hazards are quickly identified and appropriately dealt with and to provide duty of care for all persons attending the service. Hazards can include building or equipment damage, unknown people in the grounds or procedures or activities that are not appropriately supervised
- Resolve issues with tact and diplomacy and communicate in a friendly manner
- Provide an environment free of discrimination, bias and prejudice
- Respect the privacy of families and co-workers

**Key People involved with this service:**

- **Rebecca Clifton** Coordinator
- **Mark Ryan** Principal
- **Julie Stephens** Assistant Principal
- **Patricia Santalucia** Business Manager
- **Esther Cross** Account Payments

*Plus Parents who make up the Care Program Committee*
4. **Enrolment/Registration**

4.1 **Registration Basics:**
1. Fill in an enrolment form and return it to the office. On the enrolment form fill in what days you would like your child/ren to attend.
2. Parents must complete an Ezi-Debit form on enrolment. All Before/After School Care bookings and Vacation Care Bookings are automatically debited from a nominated bank account or credit card at the end of each month.
3. Parents are to make all booking changes, casual bookings or permanent changes in the booking diary at the office. A minimum 24 hours notification is required for cancellations. Late cancellations incur the usual booking fee.

4.2 **Enrolment:**
To enrol in the Care Program, you simply need to get an enrolment form. We also like to give families a copy of this handbook. Once the enrolment form is submitted to the office, the family is placed on our system and bookings can commence.

The registration form asks some standard questions such as children’s and parents details and any important medical or contact details as well as legal permission to seek medical help for your child/ren.

In addition it will ask for the parent’s date of birth and your Centrelink Customer Reference Numbers (CRN’s). **This must be completed by parents wishing to claim Child Care Benefit—without this correct information, you will be charged at the full normal rate.**

Also, the Care Program can only release a child to someone on your contact list unless you have informed us otherwise. Make sure that you update your registration form if any contact details change.

If your child has an action plan for asthma, anaphylaxis or another medical condition, this must be supplied.

4.3 **Priority of Access**
The Care Program aims to be accessible to all families in the community. Enrolments for families who have children in the school are taken throughout the year. Each December 1\textsuperscript{st} and onwards we also take bookings for the next year. As places are limited, a priority system is followed.

This system is as follows:
- Children at risk or with a disability or children with parents who have a disability provided adequate recources are available.
- Children or siblings of children already in the program.
- Children of working sole parents/Guardians
- Children whose parents/Guardians are both working or seeking employment
- Children whose parents/Guardians are studying/training
- Children not covered in the above categories
4.4 Bookings

There are three types of bookings: permanent, casual and vacation.

A permanent booking is one that occurs each booked session. A permanent booking for a Tuesday and Thursday afternoon, for example, will mean that each Tuesday and Thursday afternoon your child will be expected. If your child does not attend for any reason, whether illness or a change in plans, your account will still be charged as an absence unless you cancel before the session starts (see below). You are allowed a limited number of absences each year for purposes of receiving any Childcare Benefit (CCB).

A Casual booking can be made anytime. However, if we are booked out or unable to gain additional staff, we will be unable to accept a casual booking. In all other regards, a casual booking is identical to a permanent booking.

Both casual and permanent bookings can be cancelled, incurring no charge to your Care Program account, if you cancel it by 24 hours before the session. Vacation Care cancellations are handled differently. See below.

Vacation bookings are available one month before each school holidays. A booking and details form is available from the Care Program. Cancellations must be made by the last Wednesday of the term. As we organise staff and activities by this date, cancellations after this date will be charged as absent.

IMPORTANT: If your child does not attend for any reason, please inform the staff or leave a message on the answering machine. We spend a lot of time searching for children who do not attend but are still on the list. This can be dangerous as it wastes time when a child is legitimately missing.

4.5 Signing your child in and out:

It is important that your child is signed into our service each morning and signed out each afternoon. If you are unable to sign for your child, a staff member must be informed as to the reason why and you must sign another time at your earliest convenience.

5. Billing, Payments and Childcare Benefit:

Fee:

<table>
<thead>
<tr>
<th>Session Type</th>
<th>1 Child</th>
<th>2 Children</th>
<th>3 or more Children</th>
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</thead>
<tbody>
<tr>
<td>Morning Session</td>
<td>$11.00</td>
<td>$9.00 each</td>
<td>$8.00 each</td>
</tr>
<tr>
<td>(1.25 Hours)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Afternoon Session</td>
<td>$15.00</td>
<td>$14.00 each</td>
<td>$13.00 each</td>
</tr>
<tr>
<td>(2.5 Hours)</td>
<td></td>
<td></td>
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<tr>
<td>Vacation Sessions</td>
<td>$38.00 per child or $48.00 per child on excursions or incursions days</td>
<td></td>
<td></td>
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<tr>
<td>(10 Hours)</td>
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- A late fee of $5 for the first 5 minutes plus $1 per minute applies after 6.00pm
- Absent fees are charged for children who are booked but do not attend unless you cancel with 24 hours’ notice. You are entitled to receive CCB for up to 42 absences per year.
5.1 Childcare Benefit:
Many families may be able to claim Childcare Benefit (CCB) that can reduce their fees considerably. You can claim CCB as either a fee reduction (reducing your bill per session) or a lump sum reduction (claiming money back at the end of a financial year). To claim CCB you must:

- Be assessed for childcare by the Family Assistance Office
- Supply your child’s full name, their Centrelink **Customer Reference Number** (CRN) and date of birth to the program
- Supply the claiming parents full name, their Centrelink **Customer Reference Number** (CRN) and date of birth to the program

It is the responsibility of the families to supply the correct details so that we can claim on their behalf. If you are unable to supply the correct details, you will be charged at the full rate (you can later claim this back from Centrelink).

5.2 Billing and Payment:
Payment is automatically made for bookings via your nominated account using the Ezi-Debit system at the end of each month.

Additionally, some families may be entitled to additional assistance, including; **Grandparent CCB** For grandparents who are guardians of their grandchildren, contact the Family Assistance Office for further details

**Jobs Education and Training (JET)** which helps in the cost of childcare if you are studying or training, beginning or searching for a new job. Parents must supply JET details to claim. Contact JET on 8626 1160 or the Family Assistance Office.

**Disability Assistance** for children with additional needs or parents/guardians with an ongoing disability. For further information contact the Family Assistance Office or Noahs Ark inc.

5.3 Refusal of Service:
While the service aims to be accessible to all members of the community, the Care Program reserves the right to refuse service to any family under the following conditions:

- The family or the child demonstrates ongoing disruptive, destructive, abusive, violent or unacceptable risk taking behavior or is involved in sustained and prolonged instances of bullying against any of the other families, children or staff
- The family frequently cannot meet its commitment to collect the child on-time from the service or to arrange for the collection for their child
- If an individual would be in breach of a court issued restraint or legal order by attending the service or by having contact with any family or individual attending the service

6. Other Important Information

6.1 How your child is introduced into the program:
**Prep Children:** Prep children are brought up early to the program for the first month by the staff before the end of day bell. They are introduced to the staff by the coordinator and other prep children, shown where bags go, where and how they wash and dry their hands, where we
eat and where to go to the toilets. They are also shown our toys, and some of our activities and run through some of our other routines, such as what areas they can play in, how to handle a conflict with another child and packing up. We also ensure that older children are instructed on how to assist the preps.

**Non-Prep Children:** Older children more familiar with a school environment come down with the regular children and join in the regular day. The coordinator introduces them to the staff and tells them a few of the basic routines as they do them with other children. How to deal with conflicts, problems or issues is also talked about.

### 6.2 Activities:
Activities are run each day approximately between 4pm and 5pm. Activities are advertised each month in the school newsletter. It is the responsibility of the parent to familiarize themselves with the program should they wish their children not to participate in any given activity.

A list of Vacation Care activities is also published in the newsletter one month before each terms end.

### 6.3 Active After-School Communities (AASC):
The Care Program is currently part of the AASC which seeks to actively promote children’s exercise and activity during the after school period. This activity brings in coaches to run a large variety of activities. Currently we are booking two activities a week between 4pm and 5pm. These events are run most weeks of the school year.

### 6.4 Collecting Children:
We can only release children to individuals that are on your registration forms emergency contact list. People that you have marked down will be seen as trusted individuals able to pick up your child without your immediate permission unless you otherwise note it. Information about your child can also be released to these individuals such as reporting injuries and behavior during the session.

If you wish someone else to collect your child, you must inform the coordinator or a chief staff member beforehand. Verbal or written permission is accepted.

### 6.5 The Care Program Committee:
The Care Program Committee is a body set up to oversee the development, running and improvement of the Care Program and Vacation Care Program. It holds meetings once a month and the results of the meetings are used to inform the school council of the program. It is made up of the coordinator, the principal and parent volunteers. Any parent wishing to attend and contribute to the Care Program Committee is more than welcome. Please see the principal or the coordinator for more information.

### 6.6 Feedback:
Families are encouraged to provide feedback to the service. Feedback can be provided by filling in a feedback form, talking to the staff, attending committee meetings or sending notes or comments in with your payment envelope. If you hear your child/ren have ideas or comments
at home about the program, please discuss this with them and include these ideas in your feedback.

6.6 Food & Nutrition:
Currently the school canteen prepares our food. Food consists of pasta or curry with rice with vegetables or vegetables and (halal) meat, sandwiches and wraps with assorted fillings and fruit. In addition, approximately once a fortnight we do a small cooking activity that children can contribute to.

The Care Program caters for many children including those with various diets. If you have a specific dietary requirement for your child (e.g. Halal, vegetarian or allergies) please indicate this on your registration form as we meat is included in our food.

Also, as we have children with peanut and egg allergies regularly attending our service, please refrain from supplying your child with peanut butter, nutella, loose nuts or nut products (including chocolate bars containing nuts) or egg products in their lunchbox. This food will be removed from the service. The sharing of food between children is discouraged.

The Care Program discourages children eating junk food. Please don’t supply your children with lollies, packets of chips, chocolate or soft drinks.

6.7 Hygiene:
All children attending our service are required to wash and dry their hands before eating. We use a basic hand soap formula. A child or parent can refuse the use of soap should they have an allergy.

A staff member qualified in food handling practices is present for each session involving food preparation.

6.8 Homework:
The Care Program will provide opportunities during the session for children to do their homework.

Whilst the staff encourage children to do their homework, staff will not enforce homework completion nor help children with their homework at a level beyond what their teacher would expect, even at a parent’s request.

6.9 Quality Assurance:
The Care Program is part of the “My Time, Our Place” framework for school aged children under the Early Years Learning Framework. The Care Program aims to meet all state and federal regulation requirements.

7. Important Policies
The following policies are excerpts of our official policies:

7.1 Adults and Visitors in the program:
Parents:
Parents of the service shall be able to freely attend the Care Program and join in on activities and events provided they are identifiable to the staff, and have a current *Working with Children Check*, they have no outstanding court ordered restraining orders or limitations that restricts their access to children, staff or the school.
Parents of the school are also allowed to use the school grounds during the Care Program sessions provided their activities cause no interference with the Care Programs children and routines. They will be asked to leave should the program require.

Children:
School children not booked into the service are not to be allowed access to the grounds or the Care Program except to pick up a sibling or if they are accompanied by an adult or teacher. This is in order to prevent issues that may arise in regards to supervision, duty of care and first aid. The exception to this is returning children who had previously left the school (for high school for example). These children are encouraged to visit on occasion in order to strengthen community ties, provided they are able to accept staff rulings and instructions and do not interfere with the children, staff or Care Program routines. Past students must report to the Office to sign in and collect a *Visitor’s Pass*. They must leave the school premises by 4:30 when the Office closes, sign out and return their *Visitor’s Pass*.

Visitors/ Volunteers:
Visitors and volunteers attending the service to work must be signed in at the Staffing Folder. It is within staff authority to deny access to the service to any visitor who wishes to work in the program who cannot present a Working with Children Check.
Other visitors who cannot be identified as parents or families of the school or working for or in the school will not be given access to the school grounds or the Care Program without permission from the school principal or the coordinator.

Placements:
People attending the service on placement must have the appropriate insurance forms and an up-to-date working with children check.

**7.2 Attention to children with additional needs:**
The Care Program seeks to be inclusive of all members of our community. Children with additional needs will be given priority on any booking or waiting lists provided that the appropriate resources to support them are available. If these additional resources are not available, the coordinator and/or principal will assist the family in seeking the appropriate aid.
Children of families that have a parent or guardian with additional needs will also be given priority.
Children with additional needs will be included in all activities that they are capable of, and alternative activities will be provided should they not be.

**Our staff cater for the needs of children by:**
• Treating all children as individuals with respect, attention and value
• Discussing children’s additional needs and medical and health needs at team meetings. Information shared at these meetings is strictly related to the child’s direct needs in the Care Program
• Allowing extra time to prepare and complete activities with children whose needs require additional time
• Modifying any activity so as to be inclusive of every child or supplying activities that are suitable to every child’s ability

7.3 Behaviour Guidance and Anti Bullying:
The coordinator and the other Care Program staff follow Kensington Primary School Student Code of Conduct and expectations about behaviour and safe use of equipment is regularly reinforced. Behaviour Guidance, where possible, is proactive with children being reminded of the expected behaviour or encouraged to engage in another activity.

Children who are involved in exceptionally inappropriate behaviour or who are involved in fighting or suspected bullying will have their names recorded in a behaviour monitoring book in the Care Program. This will allow staff to keep track of any incidents the children may be involved in. Parents will be informed of their child’s behaviour when their name is recorded in this book.

In the case of **extreme or continual** inappropriate behaviour or bullying the following steps will be employed:

1. The child or children will be withdrawn from the main activities for a period of time (until the behaviour settles). Supervision by Care Program staff.
2. The child or children will be withdrawn from the Care Program for a period of time (until the behaviour settles) Their name and a description of the incident will be recorded in the behaviour book. Supervision by the Principal or Assistant Principal or teacher in the school.
3. If step two is reached the parents/guardians will be informed and appropriate behaviour reinforced at home.
4. If the behaviour continues a meeting will be organised with the coordinator, parents and Principal to develop a specific management plan.
5. If the behaviour continues over an extended period of time then the Care Program committee may exclude the child from the program altogether.

In the case of **Vacation Care**, where much of the school support is not available, this procedure is modified as follows:

1. The child or children will be withdrawn from the main activities for a period of time (until the behaviour settles). Supervision by Care Program staff.
   The parents/guardians will be informed upon pickup and appropriate behaviour reinforced at home.
2. If the behaviour continues or is particularly aggressive or inappropriate the coordinator or staff may contact the parents or upon failing to contact them, an appropriate emergency contact and instruct them to collect their child. Should this occur, the child may re-enter
the program only at the coordinator’s discretion. The coordinator is free to exclude the child in the interests of the safety and well being of the other children and the staff.

3. Families who are unable to reach a satisfactory compromise or disagree with the coordinator’s decision may lodge any complaints in writing to the Kensington School Council.

Our staff also guide children’s behaviour by:

- Consulting with parents and family over any issues or concerns that we may have regarding children’s behaviour. The Care Program will always welcome parent feedback and will work with all families to ensure that children enjoy their time in the program.
- Being approachable to all children. When a child must face a consequence for their behaviour (typical consequences are writing about their behaviour or why they did not follow an instruction and/or a short calming down ‘time out’) we ensure that once they have faced their consequence and that their behaviour has improved, that they are immediately included back in the program and encouraged to participate.
- Redirecting bored children into new activities. We often run spontaneous activities based on children’s suggestions when possible.
- Children who have a conflict with another child are always asked to try to resolve it themselves first. Children are also encouraged to walk away from behavior they find annoying. However, if they feel they cannot resolve an issue by themselves or feel particularly upset or bullied, a staff member will investigate the problem and try and find a suitable outcome for both children involved in the conflict. If incidence of bullying is identified, we follow the behavioural guidance plan.

7.4 Child Protection:
Children have the right to be physically and emotionally safe at all times. To ensure that the children receive the right to protection, the program follows the procedures set down by the Children, Youth and Families Act 2005 when dealing with allegations of abuse or neglect of children, to ensure the protection of all children attending the service. The program also has the responsibility to its employees to defend their right to confidentiality unless allegations of abuse against them are substantiated. Additional information on Child Protection is included in the Staff Handbook and is available to parents on request.

7.5 Cultural Relevance:
Community harmony is promoted through school policies and practices which counter racism and intolerance and develop understanding of cultural, linguistic and religious differences. Children at our service come from a variety cultures.

Our staff are instructed on ways to promote harmony by:

- Avoiding stereotyping. Treating each child and family as individuals and talking to and finding out about each child and their interests.
- Being mindful of cultural practices (such as halal diets, cultural dress, holidays etc.) and providing alternative diets for children if they are unable to eat certain things.
• Ensuring that children and families with limited English are included in all aspects of the program. We assist families with English as a second language apply for Childcare Benefit when necessary and take time to understand and help children who have limited English.

7.6 Electronic Media and Games:
While children are encouraged to learn about electronic media, the internet and computer technologies, much of the material on the internet is inappropriate for children of school age. As such the Care Program has restrictions on some of the functions that regular home users of computers may allow their families. These restrictions are:

• Children in the program may not use any type of messenger, or any program that allows unsupervised contact with users outside the school including chat programs and sites, even to keep in touch with known and identifiable friends or family. These programs cannot be properly supervised as staff are often unable to identify with certainty the users outside the school program.
• Accessing, sending or reading emails is not allowed as program staff cannot be sure about email content filters or who is in communication with the child.
• The Care Program may also forbid children from using online games or visiting sites that its staff deem inappropriate or unsuitable for children of school age
• Children are not to have access to mobile phones while in the program. If your child brings a mobile to school, the Care Program will hold that mobile until the end of the session. This is to ensure that the children do not have inappropriate contact with anyone outside the service.
• Electronic hand held games can be used in a limited fashion at the service as long as they cannot be used as communication devices. Children will be allowed to play electronic games when the service deems it appropriate and when doing so would not encourage the children to miss out on other activities. The service accepts no responsibility for missing or stolen items.

7.7 Evaluation of Programs:
It is important to have a system that can evaluate what works and doesn’t work in the program. This system is used to gauge the impression of children and families of the Care Program, particularly to its activities and the way they are managed.

On a regular basis staff will ask children what activities and programs they would like to see in the program and what they liked and didn’t like. Staff record these suggestions and present them at monthly team meetings where the staff use these suggestions to program activities for the next month’s programming and are often included in the Vacation Program.
7.8 Gender Equity:
All children have an equal right to life opportunities that provide well being and support their development in all areas. Girls and boys are able to freely explore any activity available without prejudice. Our staff actively encourage children to try different activities running and promoting physical and artistic activities to both genders.

Our staff promote gender equity by:
- Encouraging all children to try all activities. We understand that some children may not consider some activities they see too far outside their gender. Boys may often skip dancing while girls may shy away from football, each not considering that the activity might be fun. Our staff always encourage children to try something new, even if the children seem initially hesitant.
- Staff avoid being stereotypes themselves. Many of our staff, both male and female, play football with the children or get involved in the drama, music, art and dance activities.

7.9 Grievances:
The Care Program aims to foster positive and harmonious relationships with all families, staff and children. Solutions are sought to all disputes, issues or concerns that affect the operation of the program in a fair and prompt manner.
- Persons (staff, children or families) involved can be issued with the written grievance procedures.
- Persons involved will be provided with information about the services philosophy, policies and procedures. All confidential discussions with persons involved will take place in a quiet area away from others.
- The names of people involved will remain confidential. Parents with grievances will have the option of remaining anonymous in providing written information supplied to the principal. In such situations, the principal will administer to discussion and resolution of the problem with the staff.

7.10 Child Conflict with Staff:
1. Children involved should first attempt to resolve any conflict with the staff member. Children have the right to ask a trusted person, parent, adult or worker to air their grievance to the staff. Children have the right not to directly have to deal with staff in this process, instead using a proxy.
2. If, after discussion with the relevant staff member, the child and their family feel action is still necessary, they should take the matter up with the coordinator. If the conflict is with the coordinator, the parent should proceed to the principal.
3. If they still feel the problem is unresolved, the child and their family may take the matter to the principal or the Care Program Committee for guidance or the parent or child may write directly to the principal or Care Program Committee to explain the problem. Parents and/or children who wish to directly liaise with the committee may take a friend, person or parent to any committee meeting for moral support or send someone in their place to represent them (usually their parent).
4. The Principal/ Care Program Committee will advise the coordinator and the child’s parent of their discussion. The coordinator or principal will convey any decisions to the staff, children and families where necessary. All decisions reached will be documented and placed in writing.

5. Formal complaints through the Department of Education and Early Childhood Development can be lodged if they regard the welfare or safety of children or people attending the service (see comments and complaints below).

NOTE: Parents and Children have the right to remain anonymous with a written statement.

7.11 Parent or Staff Conflict:
1. Persons involved should first attempt to resolve any conflict with the other individual involved. If the conflict is with the management, they should consult the principal.
2. If, after discussion with the relevant person, the Parent or Staff feel action is necessary, the matter is referred to the Care Program Committee. Staff members and parents may attend any committee meeting to explain their problem, or provide a written statement. Staff and parents may take a friend or person to any committee meeting for moral support.
3. The Principal/ Care Program Committee will advise the coordinator and the persons involved of their discussion in writing. The coordinator or principal will convey any decisions to the staff where necessary. All decisions reached will be documented.
4. Formal complaints through the Department of Education and Early Childhood Development can be lodged if they regard the welfare or safety of children or people attending the service (see comments and complaints below).

7.12 Complaints and Comments:
Complaints about the services operations, management, staff or practices should be reported to the Care Program. The Care Program is obligated to report all complaints regarding our welfare or safety practices to the Department of Education and Early Childhood Development (DEECD).
In all other respects, complaints should be handled as follows:
1. Complaints and comments can be directly communicated to the coordinator or be put in writing (and can be included in the parents fortnightly payment via envelope). All complaints and comments are reviewed by the Care Program during fortnightly team meetings and either a verbal or written reply of how the complaint was handled will be issued to the lodger by the coordinator.
2. Complaints regarding safety issues or child welfare are forwarded to the Department of Education and Early Childhood Development (DEECD). The DEECD will be telephoned and informed of the complaint within 48 hours and then a written submission will follow as soon as practicable.
3. Persons unhappy with the resolution of complaints can then send a written complaint to the principal who will bring up the complaint at the next monthly Care Program Committee meeting. The committee will then draft a written response as to how the complaint is handled to the persons involved.
4. Additional complaints and comments regarding quality of service can be made to the DEECD (see contact details at the start of this handbook) to lodge a complaint about this service if it is about child welfare, work safety or practices that potentially place
5. People at risk of physical or emotional harm (complaints about statements, accounts or operational procedures should be directed to the service only). Families can also contact the National Childcare Accreditation Council (NCAC) (see contacts at the end of this booklet)

7.13 Health and Infectious Disease Control:
The Care Program seeks to control the spread of infectious disease by implementing some basic practices.
These practices include:
• Isolating children suspected of carrying an infectious illness or condition (including head lice). These children shall be made comfortable and monitored in the first aid room until a parent can collect them. Every effort will be made to contact the parents in these circumstances.
• Relevant accident/illness forms will be completed on children and staff attending the service with an illness. These are viewable by the children’s parents.
• Children and staff are to regularly wash their hands before and after eating, blowing their nose or going to the toilet.
• A copy of “Staying Healthy in Child Care” is kept at the service at all times. This publication lists diseases, symptoms and exclusion periods.
• Where an illness has been identified, the Care Program is to enforce the exclusion period and communicate the details of the disease (but not the child) to the school.
• IMPORTANT: In the event that a child sustains an injury or severe illness at the centre that requires the attention of a medical practitioner, the Care Program must be informed. The Care Program is obligated to report such incidents to the regional Department of Education and Early Childhood Development (DEECD) within 48 hours.

7.14 Medication and Injuries:
Medication: Children’s medication will not be stored, supplied or administered without express written permission from the child’s parent or guardian. A staff member will only administer the medication under a situation that is described by the parent or guardian and will not be given any further medication or dosages without written approval. Parents must fill in a Consent for Medication Form. Medication will be stored in a secure area (the school office) and must be labeled clearly with the child’s name, original labeling and appropriate dosages. Children are free to self medicate in regards to asthma relievers only, other medication must be supervised by a staff member and only with prior permission from the parent/guardian. If your child has an asthma management plan, please supply this with your registration form.
Injuries/Illness: An accident report form is filled out for any moderate injury or illness. In the case of minor head injuries, the Care Program staff will endeavor to contact parents/guardians whenever practical or let parents know of the injury when the child is collected. In the case of
severe injuries, every effort will be made to contact the parents/guardians or an emergency contact.

**First Aid:** All qualified staff members present at each session, have level 2 first aid qualifications and anaphylaxis training.

7.15 **Nutrition:**
The Care Program serves a basic spread of food each session (excluding Vacation Care). The children are served a variety of different hot meal each day (Vegetable and meat pasta, curries plus bread and a variety of fruits).
The Care Program does not offer flavoured drinks apart from those used in some cooking activities and special days. On days that flavoured drinks are used we do not include caffeinated drinks of any sort, nor are caffeinated drinks allowed to be consumed at the Care Program.
All food provided at the care program is to be nut free and all cooking activities are to include alternatives for children with different diets (halal, vegetarian etc.). Should a child attend with a severe allergy to other varieties of food, the Care Program may exclude further food.
Children are given space to sit down and eat.

7.16 **Privacy:**
All families’ details must be kept private and not given out to other families unless they have prior permission form the parties involved. This means that phone numbers, even between two childhood friends cannot be swapped via the service. Any information on parents, children or families is also stored away and not accessible to any non-staff member. The care program operates under privacy and confidentiality laws in all other aspects.

7.17 **Reducing Bias and Discrimination:**
Every child, parent, employee or person that is apart of this service has the right to be treated fairly, without bias and without discrimination regardless of their race, age, gender, disability, origin, nationality, religion, political beliefs or sexuality.
The Care Program shall not discriminate against children, adults, visitors, staff members or people seeking employment.

In addition, see our related policies Attention to children with additional needs, Cultural Relevance and Gender Equity

7.18 **Sunsmart and Appropriate Clothing:**
The Care Program follows the school Sunsmart and occupational health and safety policies. A basic breakdown of this policy is as follows:

- Wear a sun smart hat (broad brimmed or legionnaires) and clothing, even when in the sun for only a short time or when it is overcast on warm days. All staff and children must wear hats for the hottest periods of the year (Term 1 and 4 and related breaks).
- Use sunscreen on warm/hot days. Sunscreen will be provided for staff and children. Children with allergies are exempt from wearing sunscreen. Children are to be encouraged to bring sunscreen.
- Wear appropriate clothing for the weather.
- Outside activities are avoided on extreme weather days (high wind/ extreme cold or heat)
- No thongs or footwear that has open toes for children or staff. Also, a child must have appropriate dress and attire for the weather (warm clothing for winter, appropriate covering for summer). The Care Program reserves the right to restrict activities or reduce service to any student should they not be wearing appropriate clothing or footwear.

Please Note: A copy of the staff handbook or the full copies of policies can be supplied to any family on request.
8. Learning and Playing Together

The Care Program uses the Learning and Playing Together for children’s behaviour with some specific additions.

The basic points of this principle in relation to the Care Program are:
1. We are honest and fair
2. We care, co-operate and support each other
3. We are responsible
4. We respect the rights of everyone and accept differences
5. We are friendly and include others in games, conversations and activities

When relating to others:
- We are courteous and considerate of others
- We respect each other’s differences
- We respect and take care of other people’s property

Being Safe:
- We protect the safety and well-being of everyone in our school
- We must have permission to leave the Care Program room or the school grounds
- We play safe and use the equipment sensibly

Resolving Conflict:
- We try to resolve our own problems first in a sensible manner
- If we can’t resolve conflicts ourselves we ask for someone to help

Movement:
- We always walk safely without disturbing others when moving inside the school building
- We take care when we move about or play outside

Communicating:
- We use positive and polite language (no put-downs or insults)
- We listen carefully and respectfully

Learning and playing:
- We participate in activities in a positive way
- We co-operate with each other and we share the supervisors time
- We share the playground and school facilities

Cleaning and Hygiene:
- We wash our hands before and after eating, we sit down while eating. We also wash our hands after messy art activities, toileting or when appropriate
- We take care of what we play with, use toys, games and equipment properly and put it away when we have used it
9. Other Connections to this service:

Department of Education and Early Childhood Development (DEECD)
Footscray
For regulations pertaining to childcare or for making official complaints about this service.
Phone: 9275 7000

Family Assistance Office (FAO)
For Childcare Benefit and other Family Benefit enquiries
Phone: 13 61 50 8am to 8pm Monday to Friday.
Phone: 13 12 02 for multi lingual support
Phone: 1800 810 856 for TTY (for people with speech or hearing difficulties, must have a TTY Phone)

Noah’s Ark inc.
Victoria's largest Early Childhood Intervention and Inclusion Support Program for children with additional needs is operated by Noah’s Ark. Noah’s Ark is a handy service if you need information or assistance and support for children with additional needs.
Phone: 9500 8133

Community Child Care (CCC)
For information on regulations and child services practices.
Phone: 03 9486 3455