



# Out of School Hours Care (OSHC) Parent Handbook 2018



0-2 years



2-3 years



3-5 years  
+ kinder



kinder



oshc  
prep-grade 6

156 Grant st, Yarram VIC 3971

[yarramelc@gmail.com](mailto:yarramelc@gmail.com)

[www.yarramelc.com.au](http://www.yarramelc.com.au)

(03) 5182 5190

## Welcome

---

The Educators of Yarram Early Learning hope that your time with us will be a rewarding experience for both you and your child.

Yarram Early Learning Centre is a non-profit service operated by Yarram Early Learning Incorporated. We are an integrated 75 place Long DayCare/Kindergarten providing care for children aged 8 weeks – Preschool and a 30 place Out of School Hours Care (OSHC) providing care for Children in Prep – Grade 6. Our OSHC service runs during school terms for Before and After School Care. Vacation Care operates during the school holidays, providing full day care for school age children.

**The Long Day Care/Kindergarten service is based at the Yarram Hub, please see our Long Day Care/Kindergarten Handbook for more details.**

The Centre is an accredited Child Care Service, approved and funded by the Commonwealth government and licensed by the Australian Children's Education and Care Quality Authority and will be supported by the Department of Education to ensure ongoing compliance with the National Quality Framework.

Our aim is to provide a quality service that meets the needs of the families in our community. It is our policy to work side by side with parents in the care and education of their children at a most important stage of their development. The Early Learning Centre is open for 50-51 weeks per year, closing for between one and two weeks over the Christmas/New Year period, and on public holidays.

## Committee of Management

---

The program is provided and managed by the Yarram Early Learning Centre Committee of Management which is comprised of parents who use the service and other community representatives who have an interest in the operations of the service. The committee of management is responsible for the operations of the service ensuring it meets all legal requirements and is financially viable. Parental involvement is very important at an advisory level to ensure the service is meeting family needs. All families are eligible to be on the Committee and are welcome to provide input into the operations of the service at any time. Please use the suggestions box located in the foyer of the Early Learning Centre or feel free to speak to the Director or Coordinator of OSHC to raise any ideas or issues. Information on how to join the committee is available from the YELC office.

## Hours of Operation

---

<b>Hours of operation</b>	Before school care	6.30am–8.45am
	After school care	3.15pm–6.00pm
	Vacation care	6.30am–6.00pm
	Pupil Free /School Closure Days	6.30am–6.00pm
	Early closure days	2.15pm–6.00pm

# Philosophy

---

Yarram Early Learning OSHC is committed to providing a nurturing, respectful environment which supports and inspires our children to be actively involved in their learning, to grow in self-awareness, resilience and social responsibility and to contribute in a positive way to the world around them.

YELOSHC provides high quality care by ensuring a safe, stimulating and caring environment for all children inclusive of their age, abilities, background, gender and race. We provide a service that supports and nurtures children's wellbeing and enhances their development through different experiences and opportunities. Through these experiences children will develop friendships, independence, positive attitudes and respect.

In order to achieve the above, we aim to foster a positive and open communication with children, parents, management and the wider community.

We aim to:

- Provide a secure, happy and caring environment, which will promote trust, acceptance and belonging.
- Provide a stimulating environment, which promotes the development of social, emotional, and intellectual needs of children within our care.
- To recognise and promote the value of play and build on children's strengths, interests and needs.
- Guide children, in a positive way, to accept the logical consequences of their behaviour and to develop respect for other people and property.
- To provide a caring environment in which children and educators can feel self assured and in which parents, children, and educators feel secure.
- Promote positive feeling of self worth and encourage children to feel that they are a unique individual.
- To be flexible, efficient, friendly, non-judgmental, resourceful and always willing to gain knowledge.
- To promote the concept of equal opportunity in all aspects of operating the service.

## Our Program

---

### Program planning – General Information

YELOSHC provides a fun, safe and stimulating program that caters for school age care children. This will promote the social, intellectual, emotional and physical growth of each child. The program will ensure that the following outcomes are met as per the National Quality Standards:

- The child will have a strong sense of identity
- The child will be connected with and contribute to their world
- The child will have a strong sense of wellbeing
- The child will be a confident and involved learner
- The child will be an effective communicator.

Children will be provided with choice and opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas. Planning is undertaken for both individuals and the whole group. Children are provided with opportunities to work on and complete individual and group projects over a period of time. Experiences provided are developed to suit the age and developmental ranges of all children attending the Service. Games and activities are altered, where appropriate, to ensure all children are able to participate fully. Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and pursue their own interests.

You will find the weekly program displayed on the children's information board. We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be discussed with educators.

YELOSHC acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. An inclusive approach to programming, which is sensitive to all cultures, religions and ethnic groups, is undertaken at all times.

### **Environmentally Responsible Program Planning**

Children's environmental awareness is encouraged through every day experiences and specific activities. Recyclable materials are used at all available opportunities including the use of natural materials where possible. The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.

### **Outdoor Play and Recreation**

YELOSHC encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of all children. Children have access to materials and equipment that can be used in a range of ways to provide challenge, problem solving and physical development. Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. However, energetic play is encouraged whilst outdoors.

### **DVD, Computers and Electronic Games**

The program endeavours to reflect children's interests, therefore activities such as DVDs will be offered in a balanced program of activities.

YELOSHC provides children with a diverse range of activities and experiences which may include watching appropriate DVDs and movies. All DVDs and movies shown will have a classification of a (G) rating. Where the classification rating is different from (G) written permission is required from parents/guardians.

The amount of time children can participate in these experiences is limited.

Educators and children decide together the amount of time these experiences will take as a part of the program development.

## Toys from Home

YELOSHC discourages children from bringing valuable toys or personal items from home. Any toys brought in from home are the responsibility of the child and should remain in their school bag.

## Homework

Homework is the responsibility of the child/parent. Educators are willing to support the children with some tasks such as a reader when there is appropriate quiet time.

## Behaviour Management

---

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. You are encouraged to discuss your child's behaviour with the programs educators to ensure consistent behaviour expectations between home and the YELOSHC.

Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The educators will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

## Limits

We find the following limits/rules necessary to protect the safety and wellbeing of every child and ask parents to reinforce these with their child:

- Respect for other people and their property.
- Noisy play can be conducted outside.
- Please stay within the boundaries.
- Take care of the equipment.

## Consequences

Children's efforts and achievements will be encouraged and acknowledged.

Children will not be punished in a way which includes any form of physical, verbal or emotional punishment, including punishment that humiliates shames, frightens or threatens a child.

If a child is acting in an inappropriate way, s/he may be brought to a quiet spot to discuss what the inappropriate behaviour was. The child negotiates when s/he is ready to re-join the group and to act in a considerate way.

A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. The child will be reminded in positive terms of the expected behaviour.

If children consistently display unacceptable behaviour the Director will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
  - The child understands the limits.
  - The child's needs are being met.
  - There are no reasons, which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
  - Positive strategies are consistently followed by all carers in contact with the child.
- Members of staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the program, and will work with parents to address any persistent behaviour problems.

## Alternative care

After the child has been given every chance to respond positively and parents have been notified of the child's behaviour not improving, and if all methods fail to result in a positive change, the Director will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

## Parent Involvement

---

Parents are our biggest support. Their encouragement and any assistance, in whatever way is invaluable. You are encouraged to become involved with the OSHC program and any ideas or suggestions will be greatly appreciated. We are always happy to have people come in with interesting things to show and share, sing, teach, and make with the children. You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the educators. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in the program.

The educators are available to discuss the program and activities at any time the centre is open. However families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Coordinator. In order to provide the best possible care for your child it is important for educators to be notified of any relevant information about your child's health, development and relevant personal/family matters.

You are encouraged to view the Reflection Book on display below the notice board and collect a YELC Newsletter in order to keep informed about our program.

## Enrolment Procedure

---

OSHC enrolment forms are available from YELC, 156 Grant St Yarram or directly from the OSHC program which is based at the Yarram Primary School and must be completed before attendance by your child. You will be asked for information regarding your child health custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from OSHC or Vacation Care. At the time of enrolment you will be asked to lodge your

application with Centrelink for Child Care Subsidy within 28 days of your child starting care.

The details required on the enrolment form are needed by our educators to help them take the best possible care of your child. All information is strictly confidential. (Please refer to our Privacy and Confidentiality Policy) If any of the details on the enrolment form change you are asked to advise the co-ordinator immediately. Parents/guardians need to complete and submit a new enrolment form each year.

## What Your Child Should Wear to Vacation care

---

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre. We ask that parents to bring in smocks or old t-shirts to keep in tubs to be used for messy activities. Children are required to wear appropriate clothing during vacation care and on pupil free days, this includes a t-shirt that adequately covers the shoulders and upper arms, appropriate footwear, e.g. Sneakers and a broad brimmed hat (at least 6 cm rigid brim) legionnaires or bucket hat is to be worn whenever outdoors. Thongs and singlets are NOT appropriate clothing.

## What to expect on your first day

---

**Please Note:** You are welcome to visit and become familiar with the OSCH Service at the Yarram Primary School and Educators before commencing care. See Appendix 1 for first day checklist.

### Arrival

An Educator will welcome you and your child/ren to the Service, showing you where to store their bags and other personal items.

On arrival at the Service you are asked to do the following:

- Use the Ipad Kiosk to digitally sign your child into the centre.
- Present your child to the educator in charge.
- Place belongings in their locker.

Each child must be signed in and out of the Service every day that they attend. This is a legal requirement that we must follow. (refer to the *Delivery and Collection of Children Policy*) These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS)

### Departure

Before your child leaves the centre you are asked to do the following:

- Come into the room and greet your child.
- Collect your child's belongings
- With your child, say goodbye to the Educator in charge of the group.
- Use the Ipad Kiosk to digitally sign your child out of the centre.

Your child may only leave the service in the care of a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent who is prohibited by a court order from having contact with the child. An exception is made in the event of a medical or other emergency (refer to *Incident, Injury, Trauma and Illness Policy* and *Emergency and Evacuation Policy*) and for excursions (refer to *Excursions and Incursion Policy*).

If team members do not know the person pickup up your child by appearance they must be able to produce some form of photo identification to prove they are the person authorised to collect the child. (refer to the *Delivery and Collection of Children Policy*)

All newsletters, statements and other relevant information will be handed to families by the YELC staff upon pickup/drop off.

### **Late Pick Up**

Wherever possible please contact the service if you or the person due to collect your child is running late. If your child is not collected within 10 minutes after closing time Educators will try to ring you at your home and/or work number and each emergency number until there is a positive response. If no person can be contacted after a period of 20 minutes, Educators will contact the police. (refer to the *Delivery and Collection of Children Policy*)

The Centre's hours of operation relate directly to the terms of the licence and insurance policies. Therefore caring for children outside normal hours means that we may breach the Child Care Regulations, which is a serious offence.

### **Late Pick Up Fees**

The After School Care Program closes at 6:00pm each evening. If you are delayed, you should contact one of the emergency contacts to arrange an alternative person to collect your child.

Two OSHC Educators will remain with the child until the contact arrives.

Late fees are:

- \$20 charge for collection after 6.00pm for the first 10 minutes and \$1 per minute thereafter

The late fee is added to the family's fortnightly account.

## **Food/Nutrition**

---

Children are required to bring all their own snacks and lunches to our programs. We encourage you to pack a variety of nutritious and healthy foods. (refer to the *Nutrition Policy*). As part of the program OSHC will provide a variety cooking activities for the children; encouraging healthy eating habits and responsible hygiene practices.

### **Procedure**

- Food is prepared and stored hygienically
- Information on food handling/hygiene and nutrition will be discussed with the children and displayed

- Drinking water is always available to the children so that they can access it themselves.
- For special occasions alternative drinks and party food may be provided
- Consultation regarding the food and cooking provided will be encouraged via children, educators and families
- The use of varied recipes, cookbooks and nutrition websites will be encouraged
- Fresh produce will be used where possible and practical
- Snack times will be treated as social occasions.
- Snacks and cooking activities will reflect the culturally diverse backgrounds of children, families and educators.
- Children will be encouraged to try different foods, however their likes, dislikes, and religious and cultural beliefs will always be acknowledged and respected
- Specific diets and allergies will be catered for,
- All information regarding allergies and specific diets will be kept in the kitchen.

## Fees

---

Fees are sent to parents/guardians on a fortnightly basis. The centre operates 50-51 weeks per year and the fee is set to allow the centre to meet all operating expenses. Fees remain payable even when your child is absent through illness or for any other reason. Fees are not payable for the time the centre is closed over the Christmas/New Year period. (refer to the Fees Policy).

### Fees:

<i>Before School Care:</i>	<i>\$11.00 per hour</i>	
<i>After School Care:</i>	<i>\$11.00 per hour</i>	
<i>Before School Care – Casual Booking:</i>	<i>\$12.00 per hour</i>	
<i>After School Care – Casual Booking:</i>	<i>\$12.00 per hour</i>	
<i>School Holiday Care:</i>	<i>\$60.00 per day</i>	<i>*Excursions are an additional fee</i>

### Payment of Fees:

There is a number of payment options available to you including:

**Direct Deposit:** Payment details will be printed on the bottom of your account statement.

**Centrepay:** This payment is made directly from any Centrelink payments you may receive.

**EFTPOS/credit card:** This service is available from the YELC office at 156 Grant St Yarram.

**Cash:** This service is available from the YELC office at 156 Grant St Yarram.

### Late Payment of Fees:

We request your account be paid within the timeframe stated on your invoice to prevent care being cancelled. The program operates on a break-even basis and relies on parent fees to be paid on time to enable the program to remain financially

viable. Vacation care cannot be provided if a family has an outstanding debt from the previous term.

If you are experiencing difficulty in paying your account we encourage you to meet with the Director to discuss a repayment plan to ensure continuation of your child's care. Any failure to make 'fee repayments' as agreed to, then the following will apply: (refer to the fee policy)

- Two weeks in arrears – a stamp with “overdue payment would be appreciated” will be stamped on your invoice; families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- Two weeks in arrears, or satisfactory payment arrangement has not been made – a letter advising you if outstanding fees are not paid in full by a certain date, your child's place will be cancelled.
- Your child's placements may also be terminated if they are absent from the Centre for two weeks or more without any notice.
- Continual or habitual lateness in payment of fees can jeopardise the child's place at the Centre.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with notice in writing.

### **Debt Collection:**

Yarram Early Learning Centre engages Prushka debt collecting services which utilises Mendelsons National Debt Collection Lawyers. If Prushka cannot contact you using your last known phone number or address they will attempt to contact you through the other Emergency Contacts that are listed on your child's enrolment form.

### **Child Care Absence Fees**

If you are claiming Child Care Subsidy (CCS), a maximum of 42 days absence per financial year applies. If you exceed the allowable absence limit, CCB will not be payable on any further absence days. If your child is away due to any of the below, please provide us with required documentation so the absence can be recorded as approved.

Additional approved absence reasons may be:

- Illness with a medical certificate
- Non-immunisation
- Rostered day off
- Rotating shift work
- Temporary school closure & Pupil free day
- Shared care arrangements
- Attendance at Preschool
- Exceptional circumstances

**Please Note: At any time your child is absent from care you will be charged the full day rate (refer to the Fees Policy). Please notify the centre as soon as possible, and inform us of the estimated length of absence. Please contact us if your child is ill with**

**an infectious disease to allow Educators to keep an eye out for similar symptoms in other children**

### **Withdrawal from Care**

If you withdraw your child from care, we request two full weeks' notice in writing. The notice is required in order to provide the centre time to fill the vacancy. If your child does not attend the centre during this period, full fees are still payable.

If you cancel care during the last 4 full weeks prior to the Christmas closing period, fees must still be paid till the end of the year regardless of two weeks' notice being given.

Notice of withdrawal will be accepted during the normal opening hours of the centre, but will not be accepted during the centres two week close down over the Christmas period. The notice of withdrawal is effective from the date it is lodged with the centre.

Your child's place will be cancelled if absent from the Centre for more than two weeks without the Director being notified.

**NB: If your child is absent from care on the last day/s of care, Child Care Subsidy is not able to be paid. Parents will be billed for the full cost of care for this period.**

### **Occasional/Casual Bookings**

Occasional/casual bookings may be made **if spaces are available**. Cancellation of casual bookings will require 24 hours notice as educators will be employed based on bookings. If notification of a casual care cancellation is not received by 8:30am the working day before the booking, full fees will be charged as the service needs to cover operational costs such as staffing.

## **Centre Closure Dates**

---

The Centre closes for approximately 1-2 weeks between the Christmas and New Year period, no fees are charged to you during this time.

Occasions when the Centre will close are as follows:

- Australia Day (January)
- Labour Day (March)
- Good Friday and Easter Monday
- Anzac Day (April 25th)
- Queen's Birthday (June)
- Melbourne Cup Day (November)
- AFL Grand Final Public Holiday
- Any other date as advised (i.e. Educator professional development days)

**Please Note: Fees will be charged for all public holidays unless indicated.**

## Waiting List

---

OSHC is limited to 30 children per session per day, in the event that the permanent bookings fills these maximum enrolment places you require ongoing extra child care days your child will be added to the waiting list.

### PRIORITY OF ACCESS

The program is open to all primary school children using Yarram primary school and St Marys primary School.

According to government guidelines, where demand exceeds supply places are allocated as follows:

**First Priority** Children at risk of abuse or neglect

**Second Priority** Families with recognised work, study or work– related commitments

**Third Priority** Other families

## Child Care Subsidy

---

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality child care. The percentage of CCS will vary according to your circumstances as this rebate is means tested. The hours of subsidised care you can get per fortnight depends on the hours of recognised activities you do. The government will pay CCS directly to your child care provider to reduce the fees you have to pay.

Please login to MYGOV and apply for Child Care Subsidy before commencing care. If you do not have a MYGOV account you will need to apply for an account via the website. [www.my.gov.au](http://www.my.gov.au). You will be given a reference number (CRN) for yourself and your child. Please list these details on your enrolment form. Please Note that It is the Parent/Guardians Responsibility to apply for CCS. Until you have completed your CCS application and informed Centrelink that you will be using case you will be liable for paying full fees.

## Exclusion from Care

---

### Due to Illness

As a general principle, children should not be brought into to School/ Before or After School Care unless they are able to cope adequately with the normal daily routines and activities. Please use your own judgement. Your child may not be contagious but if generally feeling unwell may need to stay at home for rest.

Your child will not be able to attend the Centre for any period of time during which:

- He/she is suffering from a disease or condition which is contagious through normal social contact. (refer to the Dealing with Infectious Disease Policy)
- A medical practitioner has recommended that he/she not attend school.

Or if your child is so sick that he/she:

- Requires four hourly paracetamol
- Has been unwell prior to arriving at the school.
- In the first 24 hours of receiving antibiotics.
- Has been hospitalised in the last 48 hours.
- Sleeps at unusual times.
- Has a fever of 38 °C
- Is reacting badly to medications.
- Has a green runny nose- indicates infection
- In need of constant one to one care.
- Has two loose bowel motions
- Has an unknown skin rash
- Is vomiting

If your child becomes ill at the Service you or your emergency contacts will be asked to collect him/her from care. If your child has been sent home from the Service due to ill health he/she will be required to stay at home for a minimum of 24 hours to recover. All child illnesses will be recorded in the illness book located in the OSCH area of the school.

If sent home due to diarrhoea they must have had a 'normal' bowel motion before returning to the Service and be symptom free for at least 24hrs. If your child has been prescribed antibiotics they can return to the service 24hrs after the first dosage. For any contagious illness or an unspecified rash you must produce a doctor's certificate stating the details of the illness and that your child is no longer contagious and fit to return to care.

If any condition or illness usually prevented by immunisation occurs at the service, children who have not yet been immunised against that illness or condition may be excluded from care for their own safety and wellbeing as directed by the Department of Health.

## Due to Infectious Diseases

The Service has adopted the Department of Health's recommendations regarding the exclusion of children from the Service because of illness as outlined in the table at the end of this booklet. You will be notified of any common Infectious Diseases at the Service, by notices posted on the entry door to the OSHC area of the School.

**If your child contracts any of these infectious diseases whilst at the Centre, the exclusion periods listed in the table will prevail. See Appendix 2 page 22**

## Medical Conditions

---

If your child has a medical condition, Medical Forms (available from the office) are to be completed before your child can commence their enrolment at the centre. These forms will include a Medical Action Plan, Communication and Risk Assessment Forms.

## Allergies

If your child has severe allergies, asthma or any other condition that requires regular treatment or prevention, you must complete an action/emergency management plan on enrolment so we can provide the best care for your child in an emergency. (refer to the *Dealing with Medical Conditions Policy*).

Action plans for severe allergies are available from the Director, your family doctor or at [www.allergy.org.au](http://www.allergy.org.au)

## Coeliac Disease

If your child has been diagnosed with Coeliac Disease please collect a Management Action plan and Risk Minimisation Plan from the director. These forms must be completed before enrolment so that we can provide the best care for your child. (refer to the *Dealing with Medical Conditions Policy*).

## Asthma

If your child suffers from asthma or develops asthma whilst enrolled at the centre, please let Educators know as soon as possible. You **must provide** an asthma action plan completed along with your child's doctor (refer to the *Asthma Policy and the Dealing with Medical Conditions Policy*). Action plans for asthma are available from the Director, your family doctor or at [www.asthmaaustralia.org.au](http://www.asthmaaustralia.org.au). Please update this whenever your child's asthma plan changes.

If your child has an asthma plan, the medication required in the plan must accompany your child to care.



## Anaphylaxis

If your child is at risk of Anaphylaxis you **must provide** the centre with a written medical action plan from your child's doctor stating the allergy and the prevention or treatment. Parents will then be required to fill out an Emergency Management Plan and written consent for Educators to use the Epipen/Anapen in line with this action plan. (refer to the *Anaphylaxis Policy and the Dealing with Medical Conditions Policy*)

Action plans for anaphylaxis are available from the Director, your family doctor or at [www.allergy.org.au](http://www.allergy.org.au)



**Parents must comply with the Centre's policy that no child who has been prescribed an Epipen/Anapen is permitted to attend service or its programs without their Epipen/Anapen. This medication must be stored in an insulated Medication Bag.**

## Head Lice

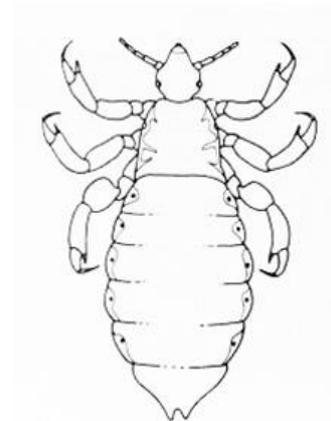
---

If educators have located live head lice in your child's hair you or the listed emergency contacts will be contacted to collect the child.

*(refer to the Dealing with Infectious Disease Policy).*

We will request you treat the lice with an appropriate treatment and your child may return to care when there are no visible live lice in the child's hair.

A note will be placed on the door when we have had 2 cases of lice.



## Medication

---

If your child requires medication while they are attending the service you must complete the medication form which identifies the name and amount of medication to be administered by Educators. Educators will also be required to complete this form when medication is administered to your child. *(refer to the Administration of Medication Policy)*

Notification, in writing, will also need to be obtained from parents/guardians where a child self-administers the medication.

Educators will only administer medication that is currently in date, has the name of your child clearly on the label, and will only administer the amount as prescribed by the medical practitioner. *(refer to the Administration of Medication Policy).*

In the case of a high fever, parents/guardians will be notified and asked to collect the child as soon as possible to take the child to a doctor/hospital, or an ambulance will be called to the service. While the service is waiting for the child to be collected by the parent/guardian, educators will use measures such as removing clothing and encouraging intake of fluids, to keep the child cool, comfortable and well hydrated.

If parents/guardians request that educators administer paracetamol, educators will;

- Verify the parent/guardian authority with another staff member over the phone
- Administer only to a child who has a temperature above 38°C
- Administer only to a child who is over 6 months of age
- Administer only one dose in any instance
- Use only single doses and disposable droppers/applicators
- Administer the most appropriate concentration/dosage for the child
- Complete an illness/incident form for the parent to sign

## Child Protection

---

Early Childhood Teachers at the centre are mandatory child protection reporters. This means that they are required by law to report any suspicions of child abuse to the Department of Human Services. *(refer to the Child Safe Environments Policy)*. For further information please see the Child Protection Guidelines [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au) or speak to the Director.

## Authorised Nominee's

---

### Persons Authorised to collect child

The Centre's primary concern is for the safety and welfare of your child, therefore we will only release your child into the care of either parent/Guardian, or a responsible person nominated by you to collect your child *(refer to the Delivery and Collection of Children Policy)*. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation has been obtained.

Non-custodial parent/guardian mentioned on court orders relating to the child cannot be listed on the enrolment form *(refer to Acceptance and Refusal of Authorisations Policy and Delivery and Collection of Children Policy)*.

In an emergency you can give verbal permission over the phone to the room leader or Director and one other member of staff for anyone not already listed on the enrolment form to collect your child, this person will be required to provide photo ID (such as drivers licence) Only you can give this permission, messages will not be accepted from any other person.

In the event a parent or other person is under the influence of alcohol or drugs another person on the Authority to collect list will be contacted to collect your child. *(refer to the Acceptance and Refusal of Authorisation Policy)*.

### Access to Children

All parents/guardians/authorised persons have access to YELOSHC and their children at all times, unless relevant Court Orders are held by the Service and specify otherwise. A copy of all court orders in relation to residence and specific issues must be provided to the Service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially. Parents/guardians are asked to notify the Service of any changes to these documents as soon as they occur. If the Service does not have a copy of the court order it will assume that both parents/guardians have equal custody of the child therefore both have access.

In the event that a parent/guardian breaks a Court Order and seeks access to the child, the parent/guardian with custody entitlements will be contacted immediately along with the police.

### Emergency Contacts

On the enrolment form you will have been asked to provide the names, contact numbers and addresses of at least two responsible persons who can collect your

child on your behalf in case of an emergency or illness (*refer to the Delivery and Collection of Children Policy*).

Should you be contacted by the Director or any Educator that your child is unwell or injured arrangements for collection from care must be made as soon as possible. In the event your child remains at the Service ten minutes after closing and educators have been unable to contact anyone to collect your child the Department of Human Services, or the police will be notified. (*refer to the Delivery and Collection of Children Policy*).

## Change of Details

**Please let the Service know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc have changed. These will need to be adjusted on your child's enrolment form and are vital in case of emergency situations.**

## Privacy and Protection of other children and families

---

Staff and families must adhere to the Privacy Act 1988 and respect the privacy of the children and families that use the Centre (*refer to the Privacy and Confidentiality Policy*).

Under **no** circumstances are parents to approach other parents using our services in regards to their child's behaviour, or any other issues that may occur. Under the same circumstances, parents are also not to approach other children attending our services. If you have any concerns, please speak to the Educators or Director and the matter will be dealt with appropriately.

## Confidentiality

---

Confidentiality of all matters concerning the Service and families must be maintained at all times. Educators cannot give out any details contained in child's records to any other persons or discuss details of any child who has caused injury to other children at the centre.

Any information you share with an Educator will remain confidential unless it relates to any form of physical harm which meets the mandated requirements of reporting. (*refer to the Privacy and Confidentiality Policy*)

## Communicating with Parents and Parent Involvement

---

We will endeavour to communicate with you in a variety of ways to encourage input and involvement. The following means of communicate are available to you.

- Verbally
- In writing - through suggestion sheets, feedback forms and enrolment forms.
- Making an appointment to speak with an Educator.
- Telephone.
- Email = yarramelc@gmail.com

If you have any concerns or difficulties communicating with us, we will attempt to provide the resources and materials necessary to offer an effective form of communication. This may be achieved through providing information in a language other than English, sign language or gestures, or using an interpreter.

We invite you to become involved in the program should you choose. This may be through sharing skills with the children and Educators such as music, cooking, singing, dancing, accompanying on excursions etc. Sharing of information or suggestions may help improve our current practices.

## Newsletters

Yarram Early Learning will distribute a fortnightly newsletter via staff on pickup or drop-off. We appreciate any articles, information or suggestions that you would like to see in the newsletter, they can be forwarded to the Educators or the Director as well as submitted via our email address [yarramelc@gmail.com](mailto:yarramelc@gmail.com).

The Newsletter will inform you of any upcoming events and information on child care and health issues. From time to time you may also find notices/reminders on the front door.

## Sunsmart

---



Yarram Early Learning Centre is an Accredited Sun Smart Centre. The Sun Smart policy has been adopted by the Centre to ensure that your child is protected from skin damage caused by the harmful ultraviolet rays of the sun. The policy will be implemented throughout the year during all outdoor activities. (*refer to the Sun Protection Policy*).

Children are required to wear appropriate clothing which fully covers the shoulders and sunscreen is to be applied before outside play. A legionnaire or broad brimmed hat during outside play in warmer months is also required (term 1+4) beanies are acceptable over the Winter months (Terms 2+3). Educators will be expected to role model these sun smart practices (*refer to the Sun Protection Policy*). If your child/ren need a specific type of sunscreen, please notify staff and you will need to supply their own labelled sunscreen.

Please ensure your child's hat is clearly labelled.

# Safety & Emergency Procedures

---

## Supervision

The Centre will maintain high levels of supervision of children at all times. The educator child ratios contained within the Standards of Operation Guidelines for Out of School Services will be strictly adhered at the program.

These ratios are:

Before School 1:15

After School 1:15

Vacation Care (Excursions) 1:8

Vacation Care (In Days) 1:15

Swimming Activities 1:4

Non-swimming Water Activities 1:8

There will be a minimum of two staff on duty at all times. This is to ensure children are appropriately supervised at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Children outdoors will be appropriately supervised and will be given opportunities for self-discovery and freedom of choice. Staff will join in the children's play and encourage them to try new experiences. Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

## Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre, during Vacation Care and Pupil Free Days. Excursions may be cancelled at any time due to weather conditions, which will result in staying at the centre, unless advised otherwise. Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

All excursions will comply with the Standards of Operation Guidelines for Out of School Care Services. Written permission will be required prior to your child being taken out of the Service by any Educator. (*refer to the Excursion and Service Events Policy*). This authorisation can only be given by the enrolling parents. A form detailing the following must be completed and signed.

- The reason why your child is to be taken outside the premises
- The date your child will be taken outside the premises
- The proposed destination
- The method of transport
- The proposed activities
- The period of time when your child will be away from the premises
- The number of Educators and any other responsible person who will accompany and supervise the children.
- Your expression of interest to accompany staff during the excursion.

**Please Note; during any excursion the Educator in charge will carry a first aid kit, a mobile phone and your emergency contacts.**

## **Evacuation**

All Educators have been trained in safety evacuation procedures

As part of the Education and Care Regulations staff will practice the evacuation procedure every three months. Evacuation will be to the nominated area where we will assemble and mark the daily roll to make sure that all children have been identified as present. We will then wait until the building would be safe to enter or in the case of a real evacuation, you or an emergency contact will be notified of the emergency and requested for your child to be collected. *(refer to the Emergency and Evacuation Policy).*

## **Birthday Cakes**

Recognition of your child's special day is an important celebration for him/her. If you would like your child to share birthday cake with the other children in his/her room we are happy for this to happen. It is a requirement of Education and Care Regulations that the ingredients of any food to be provided to children in the service have a list of ingredients on display. We would appreciate if you supply a listing of the ingredients at least one week prior to the day this will give us adequate time to check any allergies of other children. ***(refer to the Dealing with Medical Conditions Policy)***

## **Accidents**

All accidents/incidents requiring first aid will be written up in an Accident, Injury, Trauma and Illness record. The person who collects your child will be notified and asked to sign the form as confirmation that you have been notified. We ask that you contact us should you seek medical attention for your child in relation to the accident/incident *(refer to the Incident, Injury, Trauma and Illness Policy).*

As per Education and Care Regulation all Incidents/Accidents that require medical advice are forwarded to the Department of Education.

In the case of an accident or emergency resulting in the need for immediate medical attention parents will be contacted along with a call for an ambulance. Any cost incurred from Ambulance Victoria will be your responsibility *(refer to the Incident, Injury, Trauma and Illness Policy).*

## **Smoke Free Environment**

All services provided by Yarram Early Learning Incorporated are smoke free areas. Parents, Educators and all other visitors are requested to refrain from smoking within the indoor OR outdoor play spaces at any time. Please advise any other persons that may collect your child of this requirement. *(refer to the Child Safe Environment Policy).*

## Compliments, Comments and Complaints

---

Keeping in touch and working together is the best way to ensure a high quality education for our children, and to help ensure their success not only in the centre and the early years, but also in life.

Should you have any complaints about staff or the service please follow the grievance procedures:

- Day-to-day care issues of your child/ren - please refer to the Educators caring for your child and/or the Director.
- Policies/Fees/Child Care Benefit/Bookings etc. - please refer to the Director.
- Management issues - please refer to the Director



It is important to resolve issues as they arise and ensure your right to privacy regarding your complaint/concern is upheld at all times (*refer to the Complaints and Grievances Policy*) All feedback is welcome and imperative to the ongoing success of the Service

**If you feel the need to take the matter further, contact the Department of Education and Early Childhood Development Moe Office on 03 5127 0400 and ask to speak to a Children's Services Adviser**

## OSHC & VACATION CARE PROGRAM LOCATION

---

Located in the BER building at Yarram Primary School. Parents can park in the car park on Wesley St. and walk towards the basketball court behind the main school building. The BER building is on the left hand side.

Thank you for taking the time to read our Parent Handbook.

Please speak with the Director if you require any further clarification

## Appendix 1 First Day Checklist

---

**There are some important things you need to make sure you have completed for the first day. Please use this checklist to make sure that nothing is missed.**

### **The paperwork:**

- Completed enrolment form (all pages are complete, initialled and signed)
- Contacted Centerlink regarding Child Care Subsidy (CCS)
- Completed medical plans for your child if required.

### **Out of School Hours:**

- Plenty of Healthy Afternoon snacks

### **Vacation Care:**

- Lunch box with plenty of healthy food for your child throughout the day including Morning Tea, Lunch and Afternoon Tea.
- Drink bottle with water
- A hat (legionnaires or broad brimmed).
- Winter Clothing when appropriate including a Coat, Beanie, mittens etc.

## Appendix 2 Table of Infectious Diseases

### Minimum Period of Exclusion from Schools and Children's Services Centres of Infectious Diseases Cases and Contacts

In this Schedule 7 "medical certificate" means a certificate of a legally qualified Medical Practitioner.

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis ( <i>Entamoeba histolytica</i> )	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Hand, Foot and Mouth disease	Exclude until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed.	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded.
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immunodeficiency virus infection (HIV/AIDS)	Exclusion is not necessary.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until well.	Not excluded unless considered necessary by the Secretary.
<b>Measles*</b>	Exclude for at least 4 days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.

Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
<b>Condition</b>	<b>Exclusion of Cases</b>	<b>Exclusion of Contacts</b>
<b>Meningococcal infection*</b>	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
<b>Mumps*</b>	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.
<b>Pertussis*</b> (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment.
<b>Poliomyelitis*</b>	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing <i>Escherichia coli</i> (VTEC)	Exclude if re3 quired by the Secretary and only for the period specified by the Secretary.	Not excluded.
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.

## Exclusion Guidelines for Other Diseases

Condition Exclusion of Cases Exclusion of Contacts

<b>Disease or Condition</b>	<b>Condition Exclusion of Cases</b>	<b>Exclusion of Contacts</b>
Roseola	Not excluded	Not excluded
Common Cold	Not excluded	Not excluded
Cryptosporidium	Excluded until diarrhoea has ceased	Not excluded (school testing suggested if contact has diarrhoea)
Trachoma	Until appropriate treatment has commenced	Not excluded