

**AMBERLEY DISTRICT
STATE SCHOOL**

**OUTSIDE SCHOOL HOURS CARE
PROGRAM**



PARENT HANDBOOK

Amberley District State School Outside School Hours Care 07 32803194

Email: amberley.oshc@eq.edu.au

Reviewed and Updated 18 November 2010
Reviewed and Updated 17 March 2011

Amberley Outside School Hours Care

Address: 37 Deebing Creek Road
YAMANTO QLD 4305

Phone: 3280 3194

Fax: (07) 3280 3193

Email: amberley.oshc@eq.edu.au

Co-ordinator: Alana Baills

Licensing: Amberley OSHC is licensed under Child Care Act 2002 and complies with Child Care Regulations 2003 to provide care for 120 children.

Contact telephone numbers for the
Office of Early Childhood Education & Care Service
Centre
Phone: 3280 1940

HOURS OF OPERATIONS

Before & After School Care

Monday to Friday 6.15 am to 8.30 am.
3.00 pm to 6.00 pm.

Vacation Care

Monday to Friday 6.15 am to 6.00 pm.

Permanent, Part time and Casual care available

The Centre is closed for 3 weeks over the Christmas period.

MEETINGS

Held the 3rd Wednesday of each month at 6.00 pm in the O.S.H.C. building. Any changes to the day and time of our meetings each new year will be advised in the school newsletter. (These changes may occur to enable more parents to attend our meetings.)

ALL PARENTS ARE VERY WELCOME

Amberley Outside School Hours Care

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Amberley Outside School Hours Care

OUR PHILOSOPHY

We aim to provide a physically safe and emotionally secure setting where children can explore, socialise and expand their interests through play using a variety of experiences that are appropriate for early years and middle childhood.

We encourage a supportive confidence-building atmosphere that promotes physical, emotional, intellectual, creative and social growth.

We are inclusive and value children with diverse family backgrounds, abilities, special needs and religious affiliations.

We believe that all children are equal and have the right to be treated with dignity and respect.

We offer an environment with programs to support each child's capabilities and interests according to their individual needs.

We support the family unit by acknowledging the importance of the link between the family and the child care option that they choose. We encourage a spirit of warmth and respect between parents, the children and their carers.

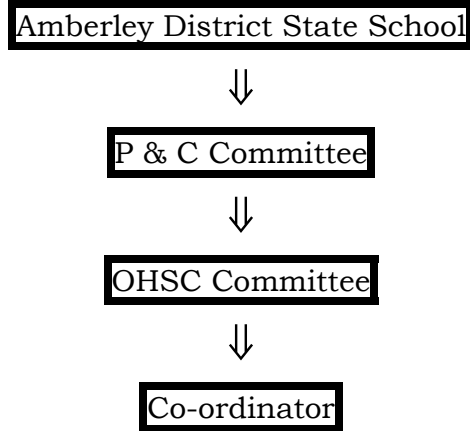
We provide qualified/qualifying caregivers who show genuine love and concern for the children in their care and a service that is safe and well supervised. Our centre operates under strict workplace health and safety legislation and acknowledges and respects all individuals and their confidentiality.

Amberley Outside School Hours Care

ADMINISTRATION

Amberley Outside School Hours Care is operated under the umbrella of Amberley State School Parents and Citizens Association.

The structure of our Service is



The licensing of the Service is conducted by the Department of Communities

The licensing requirements are set by the National Standards for Outside School Hours Care.

Child Care Benefit is offered to all families through the Family Assistance Office.

If you have any queries or concerns you may contact either

<p style="text-align: center;">The Co-ordinator</p> <p style="text-align: center;">Amberley OSHC 37 Deebing Creek Road YAMANTO 4305</p> <p style="text-align: center;">Phone: 3280 3194</p>	<p style="text-align: center;">The President</p> <p style="text-align: center;">Amberley OSHC 37 Deebing Creek Road YAMANTO 4305</p> <p style="text-align: center;">Phone: 3280 3194</p>	<p style="text-align: center;">Community Resource Officer</p> <p style="text-align: center;">Office of Early Childhood Education & Care Service Centre 5-7 Wharf Street Ipswich 4305 Phone: 07 32801940</p>
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Should parents have any grievances regarding the operation of Amberley OSHC or actions of staff members or children attending the service we ask that you approach the Co-ordinator. Should you deem this to be inappropriate then you should contact the President or in the case of conflicting interests, the Office of Early Childhood & Care.

Reviewed and Updated 18 November 2010
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We ensure that there are current, appropriate public liability and adequate insurance policies in place in respect of the provision of the OSHC service.

All records e.g. enrolment details, children's attendance, emergency contacts etc. are confidential and are kept in a manner that respects the rights of individual privacy.

Eligibility

The centre is open to all children attending primary school. All children who attend the service must be enrolled in the Centre.

Parents need not be working parents, as the centre aims to assist families with their general after-school child care needs. The programme may be used when parents are at work, have to attend appointments, become ill or hospitalised, or when emergencies arise, etc.

If the demand for places as provided in the centre exceed those available, then priority of access must be given as follows:

First Priority

Children of workforce participants where a single parent, or both parents are employed, seeking employment or studying/training for future employment, are to receive the highest priority.

Second Priority

Those children or parents with a continuing disability or incapacity are to receive second priority.

Third Priority

Children at risk of serious abuse or neglect receive third priority.

Fourth Priority

Parent at home with more than one child below school age and single parents at home.

Of course First Priority will always be given to Amberley District students when there is a waiting list.

Funding

The centre is a non-profit Outside School Hours Care Centre under the Children's Service Programme. The Centre runs by way of fees paid.

The committee has the right to review fees at any time with one week's notice to registered users of the program.

Amberley Outside School Hours Care

COMMUNITY DIVERSITY

We adopt an attitude of respect for all families and staff regardless of background, physical capability or cultural diversification.

This is encouraged by fostering high self-esteem and positive self-concept in children by exploring similarities rather than differences.

The program will present positive experiences for the children which are based on gender equity. We aim to create an atmosphere where all children feel comfortable, secure and happy.

Where parents are from non-English speaking backgrounds they are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Where a child has special needs we will make every reasonable effort to overcome any barriers to provide access to care.

We will engage the support of advisory agencies, visiting entertainers, members of the community and parents to support the program and enhance children's understanding of other cultures and people with special needs.

We encourage any parents/guardians/approved persons to participate in the program by utilising their talents, ideas and suggestions that will enhance the interactions and activities of the children at the Service.

Amberley Outside School Hours Care

DELIVERY AND COLLECTION

Amberley Outside School Hours Care operates the following services:

Before School Care – 6.15 am – 8.30 am
After School Care – 3.00 pm – 6.00 pm
Vacation Care – 6.15 am – 6.00 pm

The Centre is closed for 3 weeks over the Christmas period.

The circumstances of all families are subject to change, therefore other responsible authorised adults may be required to deliver or collect children. Children are to be protected at all times and in the parent's absence the staff will act as agents for the parents in a safe and responsible manner.

A parent/guardian must accompany the child to the service and greet a carer. In the event of a child's absence from the service when a place has been booked the Co-ordinator will take immediate steps to advise the appropriate person.

The parent/guardian must sign the child in and out each day and inform staff of any change to contact details for that day.

Children will be released to authorised adults only (as stated on their enrolment form). A letter of authorisation or a phone call from the parents informing senior staff must be received before the child can be released to any other person. In all cases proof of identification will be required by the person collecting the child.

If a child is to leave the service unaccompanied by an adult then a letter of authorisation by the parent/guardian must be held by the centre.

Copies of legal documents must be provided to the service before any staff member can actively prevent a non-custodial parent from collecting their child.

In the event of children not being collected within one (1) hour of the service closing, having received no notification of the parent's arrival time, staff will contact local police for further instruction.

Amberley Outside School Hours Care

EXCURSIONS

Excursions form an integral part of the programming and activities of the Service. It is our responsibility to protect and provide the maximum safety of children at all times.

Risk management processes will be applied to any proposed outing to promote the safety and enjoyment of the children.

All excursions will:

- Comply with relevant legislation such as Transport, Workplace Health and Safety and Child Care Regulations.
- Be formally approved if occurring outside the program area.
- Have written permission from parents/guardians/approved persons for each specific excursion before a child is taken on an excursion or activity outside the OSHC program area.
- Include a list of all children taking part, the appropriate emergency telephone numbers and a first aid kit.
- Ensure that parents/guardians/approved persons are provided with the details of each excursion.

All excursions/activities payments will be added to the fees.

If a parent does not wish their child/children to go on any excursions then alternate arrangements for children must be made as there will be no staff at the centre for the duration of the excursion.

Amberley Outside School Hours Care

FEES

An annual Membership Fee of \$30 will be charged per family at the start of each school year or added to the first fortnightly fees from the family's commencement date.

An annual Building Levy of \$25 will be charged per family on the 1st June of each school year or added to the first fortnightly fees from the family's commencement date.

AM	TIME	PER CHILD
	6.15 – 8.30	\$10.00 per child
PM	3.00 – 6.00	\$14.00 per child

Vacation Care/Pupil Free Days

Full day \$32.00 per child

Payment of Fees

Fees are payable fortnightly for permanent or part-time bookings and on a day to day basis for casual users.

Direct Debit, Cheques, Eftpos/Credit Card are preferable or the correct money as change is not always available.

The centre closes at 6.00pm. A late fee of \$10.00 will be charged for every 5 minutes past 6.00pm.

Unpaid Fees

A \$10 weekly late fee will be charged if the current fortnightly fees are not paid in full prior to the issuing of the next fortnightly statement.

After issuing the second statement and payment has not been received by the following week and no payment arrangement has been made with the Coordinator, a reminder notice letter will be sent.

A second letter will be sent, if by the third statement no payment has been received and no prior arrangements have been made with the Coordinator to repay the debt owing.

A final letter will be posted to each overdue account detailing that the account is to be paid in full or an Instalment Agreement Plan has been approved by the Coordinator. If no arrangements are made to pay this account, the account will be placed in the hands of our debt collection agency and please be reminded that unpaid fees will then result in the termination your child/ren's participation in the program until the outstanding debt is paid in full.

Absences

Parents should advise the centre either by phone, answering machine or by calling in, if their child will be absent from the centre on any particular day.

3 days notice must be given for Before & After School Care to cancel a booking otherwise full fees will apply.

3 days notice for Before School.

3 days notice for After School.

Vacation Care – Bookings are essential to secure a place for Vacation Care.

Bookings must be made one week before a Pupil Free Day and 1 week before the start of our Vacation Care Program.

After a booking for a Pupil Free Day or Vacation Care has been made full fees will apply for the days booked. Cancellations will still incur full fee charges.

Attendances

All children should only be booked in by parents/guardians prior to the session they are attending. This can be done by phone or by calling into the centre. (Please note due to licensing requirements the centre may not be able to provide care for your child/children on the day you require it, if you have not pre- booked a place for your child.) Children should not just arrive at the centre without prior booking.

Amberley Outside School Hours Care

ENROLMENT & BOOKING PROCEDURE

Enrolment

A registration form is to be completed for each child who attends the centre.

All information given on registration form remains strictly confidential.

It is the parent/guardian's responsibility to inform the Co-ordinator immediately of any change of details contained on the registration form e.g. change of address, telephone number, authorised people who can collect children.

If parents have any special requests or instructions regarding medical attention for their child or children (eg. Religious or cultural considerations) this information must be provided on the registration form and discussed with the Co-ordinator.

Booking

Bookings for children who will attend on regular days each week should be made to the Co-ordinator before the commencement of the week in which the bookings occur.

Bookings for children attending on a casual basis can be only be made by advising the Co-ordinator or telephoning 24 hours in advance, and only if there are available places on that day.

Parents will be directed to leave messages on the centre's answering machine should it be necessary to advise that their children are unexpectedly NOT attending the centre.

If a person, other than the regular person/persons stated on the enrolment form is to collect the child/children, a message to that effect must be received by the Co-ordinator. It is imperative that should the child/children be attending some after school activity eg. Swimming, music etc. before attending OSHC that the Co-ordinator is advised with the expected arrival time of the child/children to the program.

Amberley Outside School Hours Care

NUTRITION POLICY

Goal

To provide children in Outside School House Care with at least 30% of their daily recommended dietary intake of nutrients in the form of safe and appetising foods.

Strategies

- Milk will be served at breakfast times.
- All milk should be full cream.
- Only soy milks that are fortified with calcium will be used as a substitute for cow's milk.
- Children will have access to bread or fruit at afternoon tea times.
- Children will have access to water at all times.
- Fruit juice will be diluted 50:50.
- Parents will be advised if their child is not eating well.
- Food will be served at safe temperatures.
- Children will wash their hands before handling food.
- Children must bring some food on vacation care.
- A drink should be provided – preferably water.
- Lunch boxes should be sealed with the name clearly marked on the top.
- It should be indicated if the contents should be refrigerated. Otherwise food will be stored in a cool place.
- Food bought in on Vacation Care cannot be reheated by staff because of health risks.

AMBERLEY OSHC IS A NUT FREE ENVIRONMENT

Reviewed and Updated 18 November 2010
Reviewed and Updated 17 March 2011

- Lunches should contain something from each food group:

Breads and cereals	a sandwich
Fruit and Vegetables	an apple
Milk and milk products	yoghurt/cheese/milk
Meat and meat alternatives	meat on the sandwich
Fats and oils	butter/margarine on bread

Goal

To provide an eating environment that assists the transmission of family and multicultural values.

Strategies

- Staff members share the same food with children.
- Food will not be used as a form of punishment either by its provision or denial.
- Recipes and food awareness activities will be chosen from a wide variety of cultures.

Breakfast Menu

To ensure fairness and equality amongst all students it has been decided that no child is to consume food or beverages from home for breakfast.

The Amberley OSHC Centre provide a nutritious breakfast which ensures all children have a healthy start to help them concentrate through a school day and there is no need for parents to provide breakfast for the children to consume.

Afternoon Tea

The Amberley OSHC provides a nutritious afternoon tea. Children may eat leftover lunch which is checked by staff for its nutritional value.

Menus are on display for parents and we regularly update them.

AMBERLEY OSHC IS A NUT FREE ENVIRONMENT

Amberley Outside School Hours Care

HEALTH AND SAFETY

Food and Water

When Amberley Outside School Hours Care is responsible for providing food it shall be of good quality, nutritious and varied. Drinking water is provided and available at all times.

Staff

Criminal checks on all staff are undertaken.

Venue

We will ensure that the grounds, equipment and furnishings are safe, clean, hygienic and in good repair at all times. Every effort shall be made to maintain a vermin-free environment.

Environment

We aim to minimise any risk to the children in our care by providing the following:

- Alcohol and drug free environment
 - Smoke free environment
 - Sun-safe practices

We encourage all children to observe these practices.

First Aid

All staff are required to gain a Senior First Aid Certificate within 6 months of commencement. A qualified staff member shall be on site at all times so that in the event of an accident or illness first aid equipment and expertise is available.

Illness or Accident

In the event of a child suffering any illness or accident whilst in care we shall:

- Keep the child under adult supervision until the child recovers or another authorised person takes charge of the child.
- Seek medical attention if required and wherever possible, notify the parent/guardian/approved person of the accident or illness.

Infectious Disease

In order to protect the health of both staff and children it is necessary to minimise the risk of cross-infection by infectious diseases. We will be guided by the health authorities as to any exclusion periods for specific infectious diseases.

However, we respect the rights of the individual's privacy.

Medication

If at all possible we ask that prescribed medication be given at home rather than whilst the child is in care.

However, should medication be required it will be administered only, once an administered medication record form has been completed and signed. A letter from a medical Practitioner is also required.

Medication will be stored in a secure place.

Detailed records shall be kept of the medication used, date, time and dosage and the staff who administered it.

Emergency Procedures

To ensure the safety of the children emergency procedures will be practised on a regular basis and be consistent with other disaster plans used by the Venue.

Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service.

Pools

All ASA Standards will be met in regard to pool access and safety with pool filters also inaccessible to children.

All paddling and wading pools will be emptied after each use.

All water containers will be safely covered and inaccessible to children

Reviewed and Updated 18 November 2010

Reviewed and Updated 17 March 2011

Child Abuse

We aim to provide the children with ongoing support and an abundance of love and trust. Their welfare is our utmost priority.

In the OSHC environment we are aware of the issue of 'bullying' and all behaviour management strategies will be consistent with those operating within the school.

We offer an important link in the protection of children and the prevention of their neglect. This encompasses a broad range of omissions that endanger the child's well-being including failure to provide the necessary protection, food, clothing, shelter, medical attention hygiene and parental love.

Our caregivers' role in this regard is to offer family support, child protection and the provision of a stable, caring, positive learning and recreational environment.

Depending on the nature of the abuse staff will liaise with parents and discuss any concerns. Should the matter need further intervention the Service Co-ordinator will advise the Department of Families of the matter and seek their direction in which strategies to take.

Transport

All vehicles in which the children are transported shall comply with the appropriate road transport regulations.

The appropriate procedure will be followed in the event of a vehicle breakdown or accident.

Children will not travel from the venue without the written consent of the parent/guardian/approved person.

Animals

Any animal or bird kept at the venue will be adequately cared for in a clean and safe environment.

We will ensure the animal is not a source of infection which would be detrimental to the well-being of the children.

Lost Property

Any property left at the centre will be placed in the Lost Property Bins in the sports shed. The shed is open every afternoon and parents are welcome to check for any lost items.

These bins will be emptied at the end of each term and any remaining items (without names on them) will be given to Lifeline.

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Emergency Contacts Register

The program keeps an up to date Emergency Contacts Register.
Parents should ensure contact details are always up to date.

Emergencies

If a child requires urgent medical attention (due to accident or sudden onset of serious illness), the following procedures will be adopted:

1. Render immediate first aid.
2. Contact parent/s if possible.
3. If appropriate, and will not cause undue delay in cases where hospital attention is indicated, either the family doctor or a local doctor known to the program staff will be contacted.
4. If necessary the child will be taken by ambulance to the nearest hospital. Parent/s will be advised, if contact was unable to be made earlier.

Ambulance

Children attending the OSHC program have ambulance cover.

Accident/Illness Forms

Any accident/illness sustained by children is recorded on an accident/illness form, dated and signed by a staff member. After reading accident/illness form parents are asked to counter sign the form.

Insurance

The Amberley District State School public liability policy has been extended to cover the OSHC program.

Sun Protection

The centre will encourage the use of sun protective clothing and SPF 30+ broad spectrum sunscreen. The centre should maximise the use of available shade for outdoor activities.

Children who do not have a hat and sunscreen will not be allowed to play in the sun!

Any objection to the application of our sunscreen a letter stating your objection needs to be given and you child will wear a long sleeve shirt and hat when playing outside.

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Amberley Outside School Hours Care

PARENT PARTICIPATION

We encourage parents/guardians/approved persons to visit the Service at any time to ensure their confidence in the service provided.

The Co-ordinator will make a suitable time available for any parent/guardian/approved person to discuss the needs or exchange information about their child.

We encourage participation in areas of:

- Management Committee
- Advisory Committees
- Exchanging ideas and information
- Sharing cultural experiences
- Sharing talents in the arts, sciences and trades
- Helping the Service to remain responsive to each family's needs and desires.

We provide several avenues for the management of complaints. Parents/guardians/approved person may contact any of the following person:

The Co-ordinator Amberley OSHC 37 Deebing Creek Road YAMANTO Phone: 07 3280 3194	The President Amberley OSHC 37 Deebing Creek Road YAMANTO Phone: 07 3280 3194	Community Resource Officer Office for Early Childhood Education and Care Level 3, Tower Central 114 Brisbane St Ipswich Phone: 07 3280 1940
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Should parents have any grievances regarding the operation of Amberley Outside School Hours Care or the actions of staff members or children attending the service we ask that you approach the Co-ordinator. Should you deem this to be inappropriate then you should contact the President or in the case of conflicting interests, the Department of Communities.

Partnerships with Families & Community Links

Parents/Guardians

Parents/guardians have the right to choose the type of care that they consider appropriate for their children. Participation by Parents/Guardians in issues relating to the care of their children is important for several reasons. Parents/guardians are the primary and continuing carers of their children; they have long-term responsibility for their children; their participation enhances staff responsiveness to the needs of their children. Participation by Parents/Guardians in the service's management body which can help ensure that a service is responsive to the needs and desires of Parents/Guardians.

Parents/guardians also need to have physical access to the program area to ensure their confidence in the service provided. A continuing exchange of ideas and information is also enhanced when a Parent/Guardian is able to watch the child's activities in the context of the childcare service.

Rights

- To know that their children are safe and in quality care.
- To visit the service.
- To expect support in their roles as first and foremost educators/carers of their children.
- To be aware of the programs and goals of the service, all of the policies and procedures.
- To be involved in the growth and development of the service.
- To receive regular information from the service.
- To feel free to discuss their child/ren with the Staff and Co-ordinator in a comfortable, confidential setting.
- To participate on the Management Committee.
- To receive information on workshops, functions or the service and any other information which may be of benefit to their family or effect the care of children.
- To express concerns or grievances according to service policy, and have these considered appropriately.
- To be approached by staff, volunteers and others associated with the service in an appropriate and respectful manner.
- To have access to the records kept in relation to their child, copies of

the qualifications of staff and facilities and equipment used in the operation of the scheme.

- To receive information on programs and nutrition implemented by the service and provide feedback where necessary.

Should any of these rights be violated Parents/Guardians are actively encouraged to engage the grievance procedure.

Responsibilities

- To support the service in its endeavours to provide a quality service for their children.
- To be willing to be on committees, so the service may continue to operate.
- To support staff, by assisting where necessary to correct inappropriate behaviour.
- To know and follow procedures in the Parent handbook.
- To understand the grievance procedure and to follow it appropriately.
- To sign children in and out and to make sure no *unauthorised person* is sent to collect a child without first, contacting the Co-ordinator.
- To respect and accept the individuality and uniqueness of each of their children.
- To direct any concerns directly to the Co-ordinator and where necessary the Management Committee.
- To approach all communication with staff, volunteers, other Parents/Guardians and children in an appropriate and respectful manner.

Should any of these responsibilities not be met the following steps will be undertaken:

- The matter will be discussed with the Parent/Guardian by the Amberley O.S.H.C. Committee and the appropriate process outlined. In a vast majority of cases this will be the last action required and the matter will be resolved.
- Should the matter recur, a letter will be sent by the service outlining the issue, the correct process and stating that another recurrence will lead to the cancellation of the booking.
- If the matter occurs a third time a letter should be sent by the service, referring to previous letters and conversations, and notifying of cancellation of the booking.

THE AMBERLEY O.S.H.C. COMMITTEE HAS THE RIGHT TO BYPASS ANY OR ALL OF THE ABOVE STEPS AND REFUSE OR TERMINATE

ANY ENROLMENT THAT THEY DEEM TO HAVE A NEGATIVE IMPACT ON THE CENTRE.

i.e.

- Failure to meet financial responsibilities
- Failure to sign and comply with the Amberley O.S.H.C. Parent Consent Statement
- Past history of non compliance within the guidelines of the centre causing a negative impact on the wellbeing of the centre, staff and children.

Community

The service will:

- Participate in industry related activities within its local area (e.g. local network meetings)
- Use local services and facilities wherever possible (e.g. shops, community groups, etc).
- Invite involvement from local service providers, politicians, schools, etc as appropriate.
- Participate in local community events (e.g. fundraisers, community events etc) as appropriate.
- Invite feedback and comment from local stakeholders.
- Allow access to the service by all local stakeholders as appropriate.

Parents/Guardians Feedback and Grievance Mechanisms

Each Parent/Guardian is to be given regular opportunities to contribute to evaluation of services provided to them concerning:

- The relevance and quality of services offered to them;
- Their treatment by staff at Amberley O.S.H.C.
- Their impressions of Amberley O.S.H.C. as an effective service provider;
- Our premises and operating environment;
- Any measures we might take to offer better services to Parents/Guardians.

Management must treat Parents/Guardians responses to evaluation in a serious manner and communicate with Parents/Guardians about any changes made as a result of Parents/Guardians suggestions.

Management and staff must ensure that they do not engage in or encourage or accept any act of unlawful discrimination against a Parent/Guardian or child. Such acts of discrimination will not be tolerated. Management must include training of aspects of unlawful discrimination in induction training sessions for new staff.

All staff must treat any complaint by a Parents/Guardians concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race or ethnicity, disability, age, religious or political belief.

- Parents/Guardians must also be informed that they have a right to raise any grievances or concerns about our services or treatment of them at any time during their involvement with the service.
- *Grievance Procedures are outlined below. Grievance investigation and resolution procedures shall incorporate natural justice principles.*

Discrimination Complaints

Where a complaint is raised, an individual employee should take a note on the alleged form of discrimination, place, person etc and refer this note with contact details of the person alleging discrimination to the Coordinator who shall then arrange for an investigation into the complaint and take necessary action to resolve the complaint.

Parent's Grievance Procedure

On enrolment, the Parent/Guardian is given written information which encourages them to develop open communication with the carers, also their rights to contact the Coordinator, the centre's Management Committee and the relevant Government agencies if they have any concerns.

All those involved in any grievance procedure will be expected to behave in an appropriate manner which respects the dignity of others.

In order to ensure confidentiality and to respect the dignity of those involved in the process discussions relating to a grievance should not be discussed within hearing of children or Parents/Guardians and staff not directly involved.

- If the Parent/Guardian has any concerns with the Management Committee the Parent/Guardian is asked to address the concern in writing to The Sponsor, Amberley P. & C. Association.
- If the Parent/Guardian has any concerns with the Coordinator the Parent/Guardian is asked to address the concern in writing to the

Management Committee.

- If the Parent/Guardian's concern is with a staff member:
 - the Parent/Guardian is encouraged to raise the matter with the Coordinator. If their concern is not resolved, the Parent/Guardian can contact the management committee.
 - if the Parent/Guardian felt the management committee did not adequately address the concern, the Parent/Guardian can contact, in writing, the sponsor, Amberley P. & C. Association.
 - In the event that the Parents/Guardians are not satisfied with the outcome the Department of Communities may be contacted.

Amberley Outside School Hours Care

PROGRAMS & ACTIVITIES

Programs and activities are developed for each service (Before School, After School and Vacation Care).

They are written plans with sound preparation, organisation and co-ordination.

We encourage the parents/guardians and children to be involved in the planning of these programs to ensure that their children's needs (e.g. age, cultural diversity, developmental stages and interests) are being met.

Programs are developed regularly and displayed in a prominent position. Information regarding the programs is available to parents/guardians.

A range of equipment is provided to meet the outside school hours developmental needs of the children.

The equipment and other materials will be suitable, safe and well maintained.

Our aim is to encompass activities which are expected to be part of the life of school age children outside school hours and during vacation.

Since some children spend a substantial amount of time in outside school hours care, these activities will include excursions and other recreational and creative experiences.

We are one of the OSHC participating in the Active After School Communities Program.

Amberley Outside School Hours Care

STAFFING

We recognise that the care of large groups of children for significant periods of times requires staff to have specialist knowledge and skills.

Amberley Outside School Hours Care employ staff to meet the legislative requirements of the National Standards for Outside School Hours Care, which are:

- A Qualified OSHC Co-ordinator
- One qualified staff member to every 30 children or part thereof
- Staff must have a Senior First Aid Certificate and current CPR

Qualifications in child care, early childhood teaching, primary teaching and recreation are considered to be acceptable qualifications for OSHC as well as other courses being developed for the age range of 0-12 years. Some transitional arrangements are made for staff who are in the process of qualifying.

Staff: child ratios will be adhered to at all times and are as follows:

- There shall be a maximum of 15 children to 1 staff member.
- There shall be a maximum of 8 children to 1 carer for excursions.
- There shall be a maximum of 5 children to 1 carer for swimming.

For the purpose of handling emergency situations there shall be a minimum of 2 staff members present of any one time.

All staff must hold a current Blue Card.

This evaluation is made through such things as police checks, contacting referees, establishing the persons good character and assessing their capabilities to provide an adequate standard of care in the OSHC setting.

Amberley Outside School Hours Care

STAFF INTERACTION WITH CHILDREN

Acceptable standards of behaviour will be promoted at all times to ensure the physical and emotional wellbeing of all children and staff. This includes positive guidance directed towards acceptable behaviour with encouragement freely given. The centre also believes in labelling the behaviour rather than the child.

Children are supervised by staff at all times.

We shall ensure that the child is safe and secure and that their dignity and rights are maintained at all times. This creates an environment which enables the service to meet its program objectives without undue disruption.

The children are encouraged to understand and participate in the development of the OSHC Code of Practice including the design of positive behaviour strategies and strategies for unacceptable behaviour.

Any behaviour management strategies will be consistent with related services or educational facilities.

Amberley Outside School Hours Care

BEHAVIOUR MANAGEMENT

Amberley OSHC has the best interests of all children attending the centre as the driving force behind all policies and plans. The Co-Ordinator and Staff need the support of the parents to implement the Behaviour Management Plan successfully. To maximise this support, the OSHC Committee requires all current parents/guardians and any new enrolments sign the Consent Statement, acknowledging our expectations and requirements with regards to behaviour. Accepting and signing this Consent Statement is part of the enrolment process and enrolments will not be accepted without it. This will ensure that all families are aware of our expectations.

In cases of persistent misbehaviour, the Co-ordinator will detail these incidents with the view to discussing the problems with the parents of the child/children involved.

Examples of unacceptable behaviour:- Swearing, violent and threatening behaviour, disobeying staff instructions and not adhering to the centre rules.

In the event of continual unacceptable behaviour, written notification will be given to the parent. In the event of the behaviour continuing, the Co-Ordinator should approach the management committee who shall decide what action should be taken. This may lead to the exclusion of the child from the centre.

Supportive School Environment

As individuals and groups participate in school related activities such as before and after school care, decisions, choices and actions are made within a climate of mutual cooperation, trust and tolerance.

Within social interaction, an awareness of consequences and the link between responsibility and rights is fostered.

Respect

Every successful relationship relies heavily on respect. The staff/student, staff/staff and staff/parent relationship is no different.

The first thing is to be a model of respect, expecting respect back.

Expect others to talk to one another in a respectful way. Expect others to treat themselves respectfully. Insist on them treating you with respect.

Consistency

- Be consistent in what you expect. Try to have the same set of expectations for any specified situation.
- Be consistent in defining expectations. Don't leave it to the students to guess what is/is not appropriate behaviour.
- Define consequences. Students must know what the consequences are for their behaviour and know that these consequences will be carried out. Parents should also be familiar with these consequences so that further reinforcement can take place in the child's home environment.
 - Have clear behavioural expectations for all students. Focus on the behaviour not the child.
- Be consistent with rewards. Rewarding good behaviour reinforces the desired behaviour and takes the focus away from undesired behaviour.
- It improves the climate of the centre as well as the self concept of students and your own outlook.
 - Ensure students complete consequences.
- Be consistent with other staff in managing behaviour in the school.

OSHC Expectations

The Centre has a clearly defined set of expectations which are communicated to students at the beginning of each term and regularly throughout the school year. These expectations are:

- Follow Adult Directions the First Time
- Keep hands, feet and objects to yourself.
 - Use appropriate language.
- Respect all people, their belongings, and the property of the centre.

- Play only in areas directed by Staff

Positive Reinforcement

The staff at Amberley OSHC believe in positive reinforcement and acknowledgment of children's achievements. Ways in which this is achieved include:

- Super Awesome Kid of the week & Super Parent Of The Week
- Peacemaker of the month
- Weekly raffles
- Awarding of Caught Being Good tokens throughout the day during vacation care and pupil free days
- Encouragement of creativity
- Acknowledgment of displayed virtues
- Group time
- Positive language

We believe that this allows children's self esteem and self worth to grow and allows the centre to create a positive environment which is fun for all children.

Consequences

1. Warning, counselling, Reminder of rule.
2. Consequence given or withdrawal of privilege /Parents advised.

1st incident 5 mins Thinking Chair or withdrawal of privilege

2nd incident 10 mins Thinking Chair or Withdrawal of privilege

If child refuses to complete consequence in morning he/she is kept back 5mins at 8.30am. For each subsequent refusal to cooperate 5mins is added. If child is kept back until 8.55am, staff to walk child to office and inform Principal of why child is late for school. Parent advised

If a child refuses to complete consequence in the afternoon, parent will be contacted to speak to his/her child. (If the child refuses to speak to the parent then the child will have to be collected immediately.) If the child still refuses to complete consequence after speaking with his/her parent then parent will be contacted to come and collect the child for the rest of that session. If staff have to contact the parent for refusal to complete consequence, consequence will be 10mins on the Thinking Chair or withdrawal of privilege followed by counselling when consequence completed.

3. Serious breaches of behaviour management policy - 1 to 3 days suspension.
4. Display Violent and Threatening Behaviour 3-5 days suspension.
5. Repeated serious breaches of behaviour management policy – 5 days suspension.
6. Serious breaches of behaviour management policy following 5 day suspension will attract suspension for the remainder of the term or full exclusion from the centre.

Important note

Any number of these consequences can be instituted as a result of gross insolence or behaviour threatening to other children, staff and property. The Co-Ordinator does not have to follow these consequences in numerical sequence for serious breaches of the Behaviour Management Plan.

In the case of a child whose parents have joint custody, the parent who has custody when the breach of the behaviour management policy occurs will also have the suspension issued in the week that they have custody of the child.

The Co-ordinator has the authority to enforce the above consequences of the behaviour Management policy if the need arises.

When a child refuses to cooperate with staff the parent may be rang to talk to the child about their behaviour. If a child continues to be uncooperative then the parent may be called to collect the child for the rest of that session. If the child refuses to talk to his/her parents than the parent will be asked to come and collect the child for the rest of that session.

In the case of an extreme emergency, Staff may call on a parent that is present, to help remove and isolate a child at risk, or a child that is violent and threatening to ensure their own safety and that of the other children attending the centre.

If the child is showing violent and threatening behaviour and staff and other children are at risk of being harmed, the Co-Ordinator will call the Parent to come and collect the child. It is the Parent's responsibility to attend promptly and remove their child from the centre. In the case of Staff and other children being in danger the police may be called to remove the child from the centre if the parent refuses to (or does not) collect their child.

Consequences

7. Warning, counselling.
8. Withdrawal of privilege/consequence given/Parents advised.
9. Serious breaches of behaviour management policy - 1 to 3 days suspension.
10. Repeated serious breaches of behaviour management policy – 5 days suspension.
11. Serious breaches of behaviour management policy following 5 day suspension will attract suspension for the remainder of the term of full exclusion from the centre.

Any number of these consequences can be instituted as a result of gross insolence or behaviour threatening to other children, staff and property.

In the case of a child whose parents have joint custody, the parent who has custody when the breach of the behaviour management policy occurs will also have the suspension issued in the week that they have custody of the child.

When appropriate behaviour impacts upon the good management of school routine or property the principal is to be consulted.

The Co-ordinator has the authority to enforce the above consequences of the behaviour Management policy if the need arises.

UNACCEPTABLE BEHAVIOUR

For the purpose of managing student behaviour, examples of unacceptable behaviour are listed below. These behaviours are sorted into three categories which indicate the level of unacceptability, and possible consequences. The categories and examples are indicative only, and not absolute.

categories of Misbehaviour	Examples	Consequences
<p>Minor Unacceptable Behaviour At this level, students are not harming others.</p>	<p>Running inside/on concrete Littering Not wearing a hat Being deliberately late for O.S.H.C. Insolence – low level Bad manners – low level Non-compliance – minor issue</p>	<p>Consequence to be given on the spot. e.g.</p> <ul style="list-style-type: none"> • Warning • Rule Reminder • 5 minutes time out • Practise walking • Pick up litter • Withdrawal of privilege
<p>Major Unacceptable Behaviour At this level, students are disrespecting or harming others.</p>	<p>Persistent minor unacceptable behaviour Deliberately attempting to harm others Fighting Spitting at others Use of inappropriate, abusive, offensive words or gestures towards others. Theft – minor Bullying, harassment and verbal abuse of other students. Vandalism – minor Insolence - Major Deliberate non-compliance – major issue. Any other behaviour/act that is deliberately carried out to disrupt the good order and running of O.S.H.C.</p>	<p>Incident recorded in Daily Behaviour Log</p> <p>Child is given 10min Time Out Withdrawal of privileges Counselling/Reminder of Rule If incident occurs outside Child is Not to return to outside play for rest of session Parent Informed</p>
<p>Extreme Unacceptable Behaviour At this level, students are a danger to others and/or may have complete disregard for school rules.</p>	<p>Persistent disregard for rules Violence Verbal abuse of staff Harassment of O.S.H.C. Staff Physical assault of staff or children Vandalism - major Theft - major Intentional dangerous behaviour. Any other behaviour/act that is</p>	<p>Incident recorded in Daily Behaviour Log/ Notes on incident recorded in detail Child should be removed from playground or inside of centre and placed in secure location. Coordinator to complete suspension letter and inform parent/parents Arrange Committee meeting to discuss options if appropriate.</p>

	<p>deliberately carried out to grossly disrupt the good order and running of O.S.H.C.</p>	<p>Advise parents that suspension is immediate. Involve support personnel in resolving issues e.g. Guidance Officer O.S.H.C. Committee. Suspend as appropriate –3-5 days, Letter to parent re meeting with Coordinator and committee. Involve outside agencies if necessary e.g. JAB, Dept of Child Safety, Ethical Standards Unit.</p>
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Inclusion Anti-Bias Policy

Amberely O.S.H.C. supports the principles of equity through implementing inclusive and anti-bias practices. At our service, the common aim in equal opportunities is to achieve equal relations between nationalities, races, religions, genders and special needs. To cultivate each child's ability to stand up for him/herself and for others and act to promote equity and justice. To develop programs which support the goals of an anti-bias program. For each child to be able to recognise and challenge bias. To regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate.



Relevant Laws and other Provisions

Child Care Act 2002

Child Care Regulation 2003

Anti Discrimination Act 1991

QP 2.3 1.2, 1.3, 4.1, 4.2, 5.



Procedures

Parents will:

- Inform staff of the family and child's cultural and/or language requirements at the time of enrolment.
- Inform staff of the family and child's additional needs and the time of enrolment or whenever identified.
- Be encouraged to contribute to the program and operation of the service by sharing information about their individual needs.
- Be informed via newsletter, noticeboard or other appropriate forms of communication about the service's policies and practices.

Staff will:

- Ensure that their interactions with children:
 - Promote gender equality;
 - Promote equality regardless of race, culture or differences;
 - Encourage children to develop to their full potential regardless of different abilities or needs.
- Ensure that their language and daily practices are inclusive and non-discriminatory.
- Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development.
- Self-evaluate and monitor their biases concerning gender, stereotypes or other differences between children.
- Ensure their behaviours comply with the service's policies.
- Utilise the parent's expertise in relation to their child's needs and communicate effectively with parents.
- Provide inclusive models when discussing family structures with all children.
- Provide inclusive resources, experiences and materials.

Reviewed and Updated 18 November 2010

Reviewed and Updated 17 March 2011

- Ensure the physical environment reflects an inclusive and anti-bias approach.
- Observe the local community of the service.
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs.
- Incorporate into the program advice identified through consultation with other professionals, the child's family and those with particular expertise in relevant areas.
- Participate actively in in-service training.
- Implement a range of practices to actively counteract bias or prejudice such as:-
 - Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds.
 - Use anti bias language when communicating with children and families.
 - Display posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds.
 - Talk to children about differences in positive ways.
 - Acknowledge and value children's unique and individual differences.
 - Celebrate occasions that are relevant to a variety of cultures.
 - Share information with children about difference cultures and ability backgrounds.
 - Provide information for children and families in other languages when appropriate.

Management will:

- Support staff in their professional development opportunities to ensure the provision of inclusive and anti-bias programs.
- Assess centre documents and communications to ensure that it is inclusive and promotes an anti-bias approach.
- Ensure all enrolment policies and practices are inclusive and anti-bias.
- Provide the opportunity for parents and staff to contribute to the review of the policy on an annual basis.
- Ensure that all equipment and resources purchased are inclusive and anti-bias.
- Include in the staff selection criteria the applicant's ability to accept and implement inclusive practices and an anti-bias approach.
- Include in the staff orientation information in regard to the services commitment to inclusive practices and anti-bias.

Respect for Children Policy

The children, and their wellbeing, health and safety, are the main focus of Amberley O.S.H.C. Children are to be treated by staff at all times as unique and valued individuals and with respect and dignity.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Act, 2002 (s.9, 75)
- Quality Area 1
- QP 4.3, 5.1, 5.3, 5.4, 7.1
- Policy 9.1 - Access Policy



Procedures

The children are to be considered and, as far as reasonably possible, actively involved in the ongoing development of:

- program
- the rules of behaviour of the Service
- the physical aesthetic environment of the Service
- Staff will:-
- Foster all children's self esteem and confidence
- Value children's individual capabilities
- Have realistic expectations for each child taking into account their abilities and interests
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child.
- Treat all children equitably.
- Communicate with children respectfully
- Take the time to listen to children and value what they say
- Attend to children as a priority

