

St Thomas More Outside School Hours Care



Family Information Handbook

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Contents

Welcome	2
Hours of Operation	2
Where to find us	2
Access	2
Car Parking	2
Authorised Pick-up	3
Enrolment package checklist	3
Philosophy Statement	3
Goals	4
Service Policies	5
Fees	5
Fee Policy	5
Fee Statements	6
Overdue Accounts	6
Absences & cancellations	7
Bookings	7
Collection of children	8
Changeover procedure	9
Non collection of children	10
Infectious diseases	10
Illness procedures	10
Accident procedures	10
Medication	10
Allergies & special medical conditions	11
Nutrition	11
Programming	12
Toys, electronic devices	12
Computing & related technology	12
Television & DVD	13
Parent communication	13
Parent involvement	13
Clothing	14
Facebook	14
Vacation care program	14
Staffing	14
Supervision and safety	15
Child Protection	15
Evacuation Procedures	15
Sun Protection	15
Behaviour Guidance	15
Management Committee	16
Behaviour Management	16
Grievances	16
Confidentiality	17
Sun Protection Policy	18
Pandemic Policy	23
References	25

Welcome to St Thomas More School OSHC

The St Thomas More School OSHC is a valuable service open to all families within the School Community and the wider community. We offer Before School Care, After School Care and Vacation Care to children who attend Primary School.

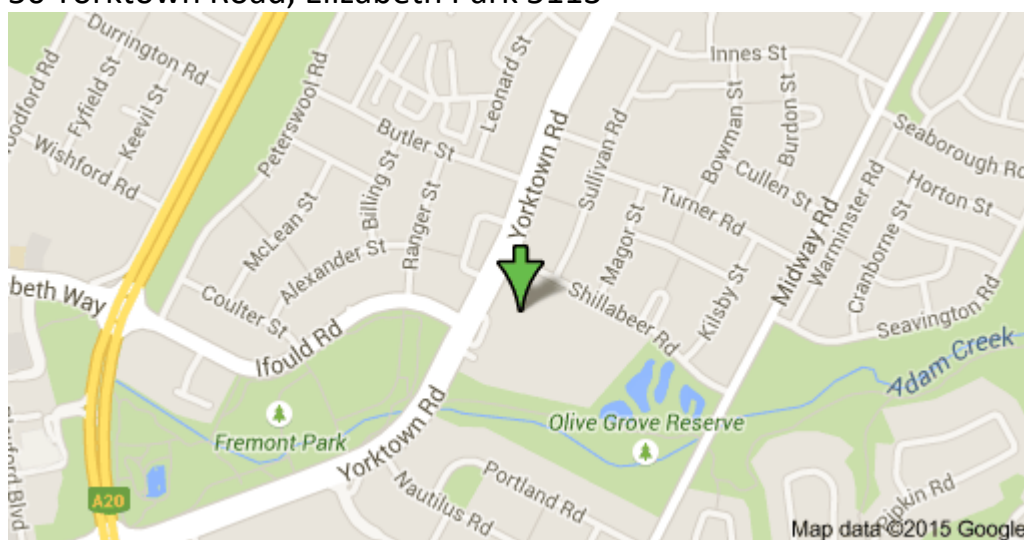
Hours of operation

Before School Care	6:30 am – 8:30 am	
After School Care	3:00 pm – 6:00 pm	St Thomas More students (Wednesday 2:30pm-6:00pm)
Pupil Free Days	6:30 am – 6:00 pm	St Thomas More students
Vacation Care	6:30 am – 6:00 pm	

*** Once signed out of the service, please leave in a timely manner, enabling efficient security checks**

Where to find us

50 Yorktown Road, Elizabeth Park 5113



Access

The St Thomas More School OSHC service is available to all members of the school and local community. Children attending must be between the ages of 4 years 8 months and 13 years and be attending **Primary School**. If there are any places immediately available at the time of enquiry these places will be allocated. If there are no current vacancies at the time of enquiry an application for the waiting list will need to be submitted to the service. Clear guidelines are outlined in our service Access Policy regarding the allocation of places from the waiting list. If you require a copy of this please feel free to ask for one.

Car Parking

There is no car parking available on the St Thomas More School grounds. Parking is available along Shillabeer Road, with entry being via the side access pedestrian gate.

Authorised pickup

The Service has a legal responsibility to ensure any of the enrolled children only leave the Service with the permission of the custodial parent/s. The enrolment form gives you the opportunity to provide all approved collecting persons and emergency contacts for your child/ren. All additions or removals off the enrolment must be made in writing or by speaking to the Director face-to-face. Should there be any Parenting Orders, Parenting Orders by Consent or Parenting Plans for your enrolled child/ren, please make sure a copy is given to the Director of the Service, along with any amendments.

In the event that the collecting person is not known to the educators, the educators will:

- Check the child's file – to confirm authorised people.
- Obtain identification from the collecting person – confirm with the child's file.
- Contact the custodial parent.
- Refuse the collection – should the collecting person not be listed and the custodial parent was unable to be contacted.

Enrolment Package Checklist

- Family Handbook
- Enrolment Forms
- Additional Medical Forms/Plans
- Centrepay Application
- Direct Debit Application
- Arranged a meeting with the Director to discuss the information and plans for enrolment

PHILOSOPHY

The St Thomas More School OSHC is a service open to all families within the School and wider Community. We offer Before School Care, After School Care, Pupil Free days, Early Finish days and Vacation Care for students who attend Primary School – aged 4 years 8 months to 13 years.

The St Thomas More School OSHC Service believes that each child has the right to be an active member of the community in which they live, are to be able to express their opinions and have their views considered for all decisions that affect them. We believe that children have a right to play as well as learn and develop in a safe and nurturing environment; this is our primary consideration in the entire decision making process, at the service. Our decisions are visible through educator actions, interactions and the daily work with the children. We believe that children are active learners and they can explore opportunities to implement this through the provision of a rich and engaging environment.

We acknowledge that parents and families are the children's primary nurturers and that respectful, collaborative relationships strengthen their capacity to grow into responsible adults. We believe it is essential that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is to be visible in all aspects of our service delivery. We believe that children have the right to have their individual and cultural identity recognised and respected, at all times.

Our OSHC service is managed by St Thomas More School who provide professional support to its families and staff members. Management will ensure that all equipment, buildings and property is well maintained and of the highest quality for use by the service. Management is committed to employing appropriately qualified and skilled staff members and providing them with a safe and happy work environment.

GOALS

RELEVANT LAWS AND OTHER PROVISIONS

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standards
- 'My Time, Our Place' Framework for School Age Care

St Thomas More School OSHC has a number of goals to guide the service. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care.

Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges. This is evident when we provide opportunities for students to share at group time, to organise games and perform or have activities planned around their interests.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen, respect others and learn from others within the school community and in the broader community. This has been evident in our support for the Be Brave and Shave, Fred's Kitchen, St Vincent De Paul's and Animal Welfare League.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feelings and needs of others by showing care, understanding and respect for all children. Students are given a lot of choice within the service, e.g. Students of the Week decide on activities either daily or for the week and children are always encouraged to challenge and extend themselves.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences. This is achieved through encouraging children to communicate and make visible their ideas and theories, collaboration with children and modelling reasoning, predicting, reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence. This includes conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes, including the leading of their peers and following directions.

Service Policies

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- National Quality Standards
- 'My Time, Our Place' Framework for School Age Care

The service has a full set of policies to which we follow to ensure that a high quality and safe service is provided for families and educators. Service Policies are regularly reviewed by the educators and Management Committee. A copy of all policies is available for you to view from the Director, or by accessing the school website.

<https://assets.cdn.thewebconsole.com/S3WEB9029/images/STM-OSHC-Policies-2018.pdf>

Should you wish to discuss any policies further you are welcome to contact the Director.

Fee Schedule January 2021

Before school care (6:30 am – 8:30 am)

\$15.50 per session

After school care (3:00 pm – 6:00 pm)

\$21.00 per session

Pupil free days (6:30 am – 6:00 pm)

\$52.00 per session

Early closure days (2:30 pm – 6:00 pm)

\$21.00 per session

Vacation Care

Home days (6:30 am – 6:00 pm)

\$52.00 per day

Incursions/Excursions

Additional charges may apply – vacation care booking forms will confirm

Please note: late fees of

\$1.00 per minute per child apply to children collected after 6:00 pm.

Fee Policy

The St Thomas More School OSHC Service aims to provide a quality Out of School Hours Care service at an affordable price to parents who have children eligible to attend under the Priority of Access Guidelines established by the Management Committee.

Fees will be recommended by the OSHC Management Committee each year, as part of the annual budget process. The proposed fees will be presented to the St Thomas Mores Finance Committee and Board for adoption.

All new enrolling families will be provided with a copy of the Fee Policy and the Fee Schedule as outlined and agreed to in the signing of the enrolment form.

Fee Statements

- Fee accounts will be processed weekly. Parents/caregivers are responsible for collecting their accounts.
- Fees are due for payment within 7 days of an account being issued.
- Payment of fees should be made via an OSHC educator on duty, or via the front office of St Thomas More School.
- Casual and emergency care fees must be paid in full at the time of care.
- Vacation Care Fees are subject to a non – refundable Booking Fee that is paid when returning the Booking Form and the remainder is payable once the billing period has occurred.
- The estimated fee for Vacation Care will be shown on the confirmation of bookings and is payable at any stage prior to billing.
- A dated receipt will be provided for each payment, in accordance with the relevant Government Guidelines.
- Fee payments will be banked regularly. Payments made by credit card may take up to 7 days to be processed, and parents/caregivers are responsible for ensuring sufficient funds are available to meet the payments to be processed.

Overdue Accounts

- An administration fee of \$5.00 per notification will apply to overdue accounts.
 - Accounts not paid within 14 days from date of issue of the account will be classed as overdue accounts, and a reminder issued to parents /caregivers.
 - Parents/caregivers are encouraged to discuss any difficulties in paying fees with the Director or nominee, with a view to establishing suitable arrangements for payment of the amounts due.
 - Accounts not paid within 21 days from date of issue of the account, and where alternative arrangements have not been made, parents /caregivers will be advised in writing that their child/ren's place/s may be cancelled if the account remains unpaid for 28 days from the date of issue of the account.
 - Where an account is not paid within 28 days from date of issue of the account, and arrangement for payment has not been made or adhered to, the child/ren's place/s will be cancelled.
 - Where an account remains unpaid for more than one school term, further action may include referral to a collection agency.
- Parents are advised that any costs incurred in the use of the debt collection agency will be billed to their account.

Once the collection agency has been engaged, parents are required to work through the agency for settlement of their account.

Absences and Cancellations for Before and After School Care

- Parents/caregivers are requested to notify the OSHC service of their child/ren's inability to attend the service as soon as possible.
- Cancellation of a booking with less than 24hours notice may incur a late cancellation fee equating to the usual fees that would have applied had the child/ren attended.
- An account detailing the cancelled booking/s and the amount of fees due will be available for collection from the accounts folder.
- Where a child is ill, the booking will be recorded as absent. Where a medical certificate is provided on return to the OSHC service, the absence will be recorded as an approved absence, and no fee will apply.
- Sibling/s of a child absent due to illness, confirmed as an approved absence, may also be recorded as an approved absence, and no fee/s will apply for the sibling/s.
- If a child is absent due to a parent / caregiver being ill and a medical certificate is provided, the absence will be recorded as an approved absence, and no fee will apply.

Absences and Cancellations for Vacation Care

- Parents/caregivers are requested to notify the OSHC service of their child/ren's inability to attend the service as soon as possible.
- Any bookings cancelled or amended after close of 'Booking Day' will incur the full fees this is inclusive of any bookings accepted beyond this closing date.
- Where a child is ill, the booking will be recorded as absent. Where a medical certificate is provided on return to the OSHC service, the absence will be recorded as an approved absence, and no fee will apply.
- Sibling/s of a child absent due to illness, confirmed as an approved absence, may also be recorded as an approved absence, and no fee/s will apply for the sibling/s.
- If a child is absent due to a parent / caregiver being ill and a medical certificate is provided, the absence will be recorded as an approved absence, and no fee will apply.

Permanent Bookings

- As the service requires permanent bookings any bookings made for an individual day that is regular but not each week i.e.: alternate weeks or a 3 week rotation may be subject to holding fees.
- The holding fee of half of the usual fee that would have applied had the Child /ren attended will be charged to the week that the regular booking is not required.
- At least two weeks' notice in writing is required to have adjustments made to permanent bookings and the holding fee charged instead of the full fee.

Withdrawal from OSHC and permanent changes to bookings

- Two weeks' notice in writing must be provided where a child/ren is/are being withdrawn from the service.
- Where the child/ren do not attend during the two week notice period, the parent/caregiver will still be required to pay full usual fees which would have applied had the child/ren attended
- Any changes in booked times must be advised to the Director or nominee, with two weeks' notice
- Where a family wishes to use the amended booking within that period, this will be possible where a place/s is/are available, with fees due for both the original and the amended booking.

Collection of children and signing attendance sheets

Before School Care

Every child must be signed into Before School Care with the time entered by their parent/caregiver at their time of arrival. Children will not be permitted to arrive unattended to the service as it is a safety concern that children may be wandering around the school grounds unsupervised.

After School Care

When collecting child/ren from After School Care, parents/caregivers are required to sign the attendance book and enter the time that the child/ren is leaving the service. The service closes at 6:00pm daily, please leave in a timely manner once signed out.

Vacation Care

All parents/caregivers are required to sign their child/ren in and out of Vacation Care each day, also entering their time of arrival and departure.

Late Collection of Children

- A late collection fee of \$1 per minute per child from the nominated closing time, 6:00 pm, to the time of collection by the parent/caregiver will apply.
- Where possible, parents/caregivers must ring the OSHC service to advise they will be unable to collect their child/ren prior to the designated closing time of the service. Special circumstances such as traffic accident or vehicle breakdown will be considered in relation to charging of late fees.
- Where the parent/caregiver is frequently late to collect their child/ren, alternative collection and care arrangements will be discussed between the parent/caregiver and the Director.

IF YOUR CHILD IS NOT SIGNED IN AND OUT CORRECTLY YOUR CCB ENTITLEMENT MAY BE WITHDRAWN.

Changeover Procedure Before School Care

1. At 8:30 am all children from St Thomas More School who attend Before School Care will be accompanied to the playground/court area of St Thomas More School by an OSHC educator. Children will then be directed to put their bags away and return to play in the school yard. The St Thomas More School court and playground is supervised by St Thomas More School staff members between 8:30 am to 8:55 am.
2. At 8:30 am all children from Elizabeth Park Primary School who attend Before School Care will be accompanied to the main court area of Elizabeth Park Primary School by two OSHC educators (refer to

enrolment forms for specific permissions on this). Children will then be able to go to their classrooms or play in the school yard. The classrooms and the area around the buildings are supervised by Elizabeth Park Primary School staff members between 8:35 am to 8:50 am.

Changeover Procedure After School Care

1. Children from Elizabeth Park Primary School will be collected from the school front office by two educators of the St Thomas More School OSHC – a list is called or emailed through to the office daily.
2. Receptions to year 2 from St Thomas More Primary School are collected from their classrooms – the teacher is advised of the attendees daily via a phone call.
3. All other children from St Thomas More Primary School booked to attend OSHC, are required to walk to the St Thomas More School OSHC upon dismissal from their classroom.
4. Children will be met at the door of the St Thomas More School by an OSHC educator who will welcome them and mark them on the roll as present.
5. Children are expected to arrive at OSHC promptly, no later than 3.10 pm.
6. If a child that is booked into OSHC has not arrived promptly, 10 minutes after school has finished, an OSHC educator will
 - Go to the child's class to collect them
 - Ring or go to the appropriate school office to find out if the child was absent from school
 - If the child is not located at the classroom or nearby area, the OSHC Director or nominee will contact parents / caregivers or emergency contacts immediately informing them that their child did not arrive for booked care
7. If the parent / caregiver informs OSHC educators that their child should be at After School Hours Care
 - The Director will contact the child's school notifying them of the child's non-attendance at After School Care
 - OSHC educators and school staff member to check the school grounds
 - If the student is not located within the school grounds the Director or nominee will contact parents/caregivers and police
 - OSHC and school staff will continue to locate the child outside of the school grounds
8. Communication between the OSHC educators, OSHC Director and School staff involved in locating the child will be via mobile phone. Any party who locates the child must notify all others immediately, informing them that the child has been located.
9. When the child is located the OSHC Director will contact and inform the parents/caregivers and police if necessary.
10. Support will be offered in the way of counselling to the child and to the parents / caregivers of the child.
11. Documentation of the student's disappearance is to be completed by the Director and a copy is to be forwarded to the Campus Principals.

Non Collection of children

If a child or children have not been collected from the service at closing time and contact cannot be established with a parent / caregiver or emergency contact the following will occur

- Alert the Director as to the situation
- Continue to establish contact until 6.30 pm
- At 6.30 pm contact Crisis Care
- In the event that they cannot assist contact the police to report the children as abandoned
- Request that police come to the service to collect the children

- Act as is reasonable to rectify the situation
- Contact the Principal of St Thomas More School

Infectious Diseases

Children suffering from infectious diseases are excluded from OSHC for the length of the time specified in the resource “Staying Healthy in Childcare”. The child will not be readmitted to OSHC until the period for exclusion has been completed or a certificate from a medical practitioner declares the child is able to return. Notification will be made to all parents on the Parent Information Desk in the event of an infectious disease.

Children detected with Head Lice will be excluded from the service until the hair has been treated with a suitable shampoo/lotion. Parents/caregivers will be notified immediately on detection and you will be required to collect your child.

Illness Procedures

Children who are ill will not be permitted to attend the service. In the event of your child becoming unwell during OSHC they will be comforted and cared for by the educators and you or your emergency contacts will be contacted and advised to collect your child from the service.

Accident Procedures

All educators have First Aid Certificate relevant to their qualification.

In the event of an accident educators will provide First Aid treatment to your child.

In the event of a serious accident the Director or Qualified educator will seek medical assistance and call an ambulance if required. The service holds ambulance cover for all children within the service and the cost of the ambulance will be covered by this.

In the event of an accident where medical assistance is required parents/caregivers will be contacted immediately and an accident form will be completed by an educator.

In the event of minor accidents an educator will complete an accident form and inform parents/caregivers of this when they collect their child.

If the educators, feel that medical assistance may be required but is not urgent the parents/caregivers will be contacted and given the option to collect their child and seek medical attention.

Medication

Should your child require any medication, or has a medically diagnosed condition that requires some form of treatment, potentially while attending the service, e.g. Asthma, medical plans must be completed by your doctor naming the condition/diagnosis and any medication and dosage that your child is to be treated with and returned to the service. All plans can be obtained through the OSHC office.

A child requiring medication but whose family has not provided all the relevant information and signed forms/plans will not be able to receive medication, and will not be permitted to stay at the service until all forms and medication details have been correctly provided.

Please note that all medication must be in the original container with the name of the child clearly visible on the label. The details on the label must correspond with the doctor's instructions provided in order for us to administer the medication.

If you require your child to have an "over the counter" medication i.e. Panadol, a medical form signed by your doctor with all relevant information and doses is required.

You must give the medication to the educator in charge. This medication will be kept in a locked cabinet. Children will not be permitted to self-medicate whilst in the service. This includes asthma inhalers. You will be required to sign the Medication Administered form each day medication is required. This can be done by seeing an educator on the day of your child's attendance.

Allergies and Special Medical Conditions

If your child suffers a serious allergy or Special Medical Condition please supply all details to the service upon enrolment – from there medical plans will be organised and will need to be completed with the Director, family and Medical Practitioner, prior to starting at the service. Your child's details will be posted in the Medical Book, so that all educators are aware of your child's condition and what to do in an emergency.

If your child's allergy is food related and we are not able to compensate for this during supplied snack times you may be asked to supply the required food for your child. Please discuss this with the Director.

Nutrition

The OSHC menus provide healthy and nutritious choices and a wide variety of different foods. Where possible, snacks and cooking activities will reflect a variety of cultural backgrounds. Children will be encouraged to try different foods but will never be forced to eat anything.

If your child has special dietary requirements please speak to the Director as to whether the service can accommodate this or if you will be required to provide food for your child.

Breakfast

Breakfast is served in Before School Care to children who arrive before 8:00am. A variety of basic cereals, toast with spreads and yoghurt is provided.

Afternoon Tea

Afternoon Tea is provided in both After School Care and Vacation Care. A special menu item is always on offer with a variety of fresh seasonal fruit and vegetables. Vacation Care lunch and afternoon tea is usually prepared by the children as a cooking activity.

Vacation Care Food

It is highly recommended that you supply your child with a healthy and nutritious Morning Tea and snacks during Vacation Care. Soft drinks, chewing gum and lollies are not permitted within the service. Also to assist with children with severe allergies we ask that nuts, peanut paste and Nutella not be sent to the service with your child.

Occasionally we will use lollies in activities or for special occasions but we do not recommend them for children's lunchboxes.

If you would like some information on nutritious meals and snacks for your child/ren please feel free to see the Director or another educator and they will be happy to help you.

Program

We will endeavour to provide a program that is developmentally appropriate to all children attending the service. We will provide activities for children's learning that will develop their physical, social and emotional, language and cognitive skills. The National Quality Framework, Being, Becoming Belonging, and My Time Our Place outcomes are referred to be used as a guideline to programming.

The program will have a child focus with children and families strongly encouraged to have input. A variety of activities are offered on a daily basis including craft, construction, outdoor play and quiet activities. Children can choose which activities they wish to participate in from the daily program that is displayed on the whiteboard and discussed at group times.

If you have a special talent or cultural experiences that you think the children will benefit from and enjoy you are more than welcome to talk to an educator about how you can be involved in the program.

Toys, Electronic Devices, Mobile Phones and other items from home

We do not allow any toys, electronic devices, mobile phones or other items from home (unless otherwise stated in the program). Such items will be asked to leave in bag, if it has not been required via a programmed activity.

The service takes no responsibility for any of such named items brought from home, should they be lost or stolen. If your child has a mobile phone at the service they will need to hand it to an educator upon arrival for storage. All contact to your child/ren must be made through the OSHC Service office phone and or mobile.

Computer and related Technology Usage

The Service encourages children to engage with media and technology for fun, to enhance their learning and to assist in the development of children's social, physical, emotional, cognitive, language and creative skills.

Our Service has protocols in place for access on the computers and other related technologies:

- Software is installed on all devices that blocks inappropriate websites.
- All usage is monitored and is in full view of educators.
- Usage for each child is timed so their time is not excessive i.e. 15 minutes allowed only in an after school session.
- Usage is for appropriate engagement only – i.e. programmed, calming mechanisms or educationally orientated.
- All installed applications are either 'G' or 'PG' rated.

Television and DVD Player Usage

The T.V. is an additional tool to enhance curriculum activities, not a substitution (prior to 5:00PM) – unless otherwise programmed.

The Service has some guidelines for the use of television and DVD's and they are:

- Their use is to assist in expanding children's development and learning.
- Be suitable to the needs and development levels of each child watching.
- The chosen programs should hold the interests of the children.
- Can be used when inclement weather keeps children indoors.

Programs will be carefully selected and with suitable content. Programs depicting violence e.g. graphic news reports will not be shown. Children are to view 'G' rated or 'PG' rated only.

Educators will supervise the children to monitor and discuss any aspects of the DVD or television program they are watching.

Parent Communication

Our Service aims to provide as many outlets as possible for the family/Service communication. These include:

- Face to face – Open Doors.
- Regular articles in the school newsletter.
- A notice board displaying upcoming events and notices.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- A Suggestions Box in the foyer where parents can anonymously (or give their names if desired) to make suggestions to improve the Service.
- Short surveys regarding the Service's philosophy.
- Facebook page – opportunities to comment outside service contact hours.

Parental and Family Involvement – Open Door Policy

- Families are welcome to visit at any time of the day. (The Approved Provider, Nominated Supervisor, Service Director and Educators will not allow a parent to enter the Service premises if they reasonably believe this would contravene a court order.)
- Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the Service's daily routine by helping out with activities such as craft, special activities and the preparation of afternoon tea.
- An OSHC committee welcomes parent and family involvement once a term.
- Families are provided with opportunities to have private discussions with the Nominated Supervisor (School Principal), Service Directors or Educators.

- Please note the Service cannot breach confidentiality in discussing any other children enrolled at the Service.
- Please note a current criminal history clearance as per the current relevant statutory requirements is required.

Clothing

Effective clothing strategies, including sun protection clothing, are important factors in ensuring a child feels safe and secure at our Service. Please note the following, where it is most importantly applicable to your child/ren:

- Provide spare clothing in your child's bag to allow for dirty or soiled clothing and or changing weather conditions.
- Dress children appropriately according to the conditions – no singlets/tank tops for summer (refer to sun protection policy).
- Ensure your child/ren is wearing appropriate footwear – no thongs (except for swimming excursions).
- Ensure your child has an appropriate style hat, terms one and four – a cap is not suitable.
- Ensure the return of clothing (washed) should the Service need to supply your child.
- Ensure all clothing is labelled – so the items can be returned if left behind.

Facebook

Our service has a Facebook account to converse and share information with our families and community, which is administered by the Service Director. Only current families and Educators will be accepted as a friend to the Service Facebook page – <https://www.facebook.com/stmsoshc/>

The intent for our Service Facebook is to keep in touch with what's happening at the Service, including upcoming events and to connect and share thoughts about programs, policies and procedures. No children's photographs or personal information (of anyone) will be uploaded to the page, if a social media permission is not given.

Vacation Care Program

The Vacation Care Program is open to all children whether their parents/caregivers are at work or not. The program offers a wide variety of activities which include Excursions and Speciality Days.

Information and booking sheets are available for Vacation Care during week 6 of the term. They can be collected from the Parents Desk. Bookings are made by filing in the booking form and returning it to an OSHC educator along with the required deposit. Close of bookings is usually 2 weeks prior to the holidays and places will be confirmed.

Staffing

Supervision ratio in service

1-30 children: 1 Qualified and 1 unqualified educator
 31-45 children: 2 Qualified and 1 unqualified educator
 46-60 children: 2 Qualified and 2 unqualified educators

Supervision ratio on excursions

Water: 1 educator to 5 children

Any other: 1 educator to 8/10 children

Supervision and Safety

The service has a very high supervision and safety expectations. Children are supervised with the highest degree of care possible although it is not always possible to supervise every child for every moment. Children will be advised of where they can and cannot play with the best rule that if they cannot see a carer then it is not OK to play there.

Children will need to seek permission from the supervising educator in the area; to go to the toilet (so that we are aware of where they are) and will need to be supervised if going to the outside toilets. Regular supervised toilet times are provided throughout the session.

Child Protection

We believe that the welfare of all children is of paramount importance and that the service has an obligation to defend the child's right to care and protection. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our service will carry out responsibilities of mandatory reporters as indicated under legislation. St Thomas More OSHC follows the Protective Practices Policy of St Thomas More School and if you require a copy please see the Director.

Evacuation Procedures

In the event of an emergency staff are responsible to ensure that all children and visitors proceed in an orderly fashion to the grassed area on the St Thomas More school oval. Everyone must remain here until given the all clear to return to the buildings. This procedure is the same during evacuation drills that will be periodically held. Parents who arrive to collect their child during this time will need to remain at the evacuation site or the car park area until it is safe and cleared to collect children and their belongings.

Sun Protection

The service operates a term 4 and term 1 "no hat no play" policy, in accordance with school practices. Your child is required to bring a broad brimmed hat (school type hat) or legionnaire's hat. This is especially important during Vacation Care as all children are required to play outside for part of the day and on excursion days your child will not be permitted to attend if they do not have an appropriate hat.

The service does provide sunscreen (Woolworths Everyday SPF50+) and the educators are permitted to apply sunscreen for children, upon request. It is your responsibility to send sunscreen with your child if they have an allergy and wish to use a different type to the one supplied. Please read Sun Protection Policy for more details as attached.

Behaviour Guidance

The service aims to promote within the children a greater understanding of their responsibilities towards their own Behaviour Management. We will endeavour to provide an environment where all parents/caregivers, educators and children feel safe.

Please be aware that serious or ongoing behavioural concerns may result in your child being excluded from the service for a period of time as stated in the Behavioural Guidance Policy. A copy of the Behavioural Guidance Policy is below.

Management Committee

The service is operated by St Thomas More School along with input from the OSHC Management Committee.

The Management Committee has input in the day to day running of the service, financial suggestions and policy reviews. We welcome any family members who wish to be involved with the service to join the Management Committee and have their say.

Behaviour Management

If the child physically hurts other children or adults the staff will follow the St Thomas More OSHC Non-Negotiable procedure

St. THOMAS MORE OSHC NON-NEGOTIABLE

Premeditated Physical Violence directed at another child or educator/teacher either in the OSHC facilities or School Yard it will not be tolerated or accepted.

Examples of premeditated physical violence include, but are not limited to:

- Punching
- Kicking
- Slapping
- Choking
- Spitting
- Biting
- Head-butting
- Inciting Violence
- Incidents deemed violent by staff

If this occurs then:

- OSHC Staff will contact the child's family
- The child is sent home for the remainder of the OSHC session
- Follow up will be negotiated by OSHC Staff and will include a Re-entry meeting between the Child's Parents, OSHC Director and OSHC Staff affected (if applicable)
- Possible exclusion for the following OSHC session(s) as deemed appropriate by the OSHC Director and OSHC Staff.

Children's Complaints/Grievance Procedure

All children within the service have the right to put forward any complaints or grievances. This is normally done through discussions with an educator although parents/caregivers are also encouraged to approach an educator on their child's behalf. All issues brought forward to educators will be considered by way of discussions during staff meetings, discussions with Management or put forward to the Management Committee. Documentation of these discussions and any outcomes will be kept. Outcomes will be

forwarded to the children and families either on an individual basis or a group basis via group time and newsletters.

Parent/Caregiver Grievances

The opportunity for parents/caregivers to air their grievances is available through firstly speaking to a qualified educator or through the Parent/Caregiver Feedback Book located in the parent's desk. If this does not resolve your issue then you may speak to the Director. It is requested that you do not discuss grievances in front of the children or other educators. You may need to make an appointment with the Director to discuss your concerns. If you feel that the outcomes of these discussions are unsatisfactory or you feel that you cannot speak to the Director then you can contact the Principal of St Thomas More School.

Confidentiality and Privacy

Confidentiality and privacy are respected within the service with information shared only on a strict need to know basis. Time and appropriate space will be available for any private and confidential meetings or discussions.

We thank you for your time in reading this important information and look forward to a positive association with you and your family.

Policy Statement

We educate all children in Sun Protection strategies. All staff model appropriate sun protection behaviour and enforce the Sun Protection Policy.

This policy applies to all service events on and off site.

Purpose

This Sun Protection Policy provides guidelines to:

- Ensure all children, educators and staff have some UV exposure for vitamin D.
- Ensure all children, educators and staff are well protected from too much UV exposure by using a combination of sun protection measures whenever UV levels reach 3 and above.
- Ensure the outdoor environment is sun safe and provides shade for children, educators and staff.
- Ensure children are encouraged and supported to develop independent sun protection skills.
- Support duty of care and regulatory requirements
- Support appropriate WHS strategies to minimise UV risk and associated harms for educators, staff and visitors.

Background

A balance of ultraviolet radiation (UV) exposure is important for health. Too much of the sun's UV can cause sunburn, skin and eye damage and skin cancer. Exposure to the sun's UV during childhood and adolescence is associated with an increased risk of skin cancer in later life. Too little UV from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones, muscles and for general health.

Legislation and Standards

Occupational Health and Safety Act 2004

Work Health and Safety Act 2011

Children's Services Act 1996

Children's Services Regulations 2009

Child Wellbeing and Safety Act 2005

Education and Care Services National Law Act 2010

Section 167	Protection from harm and hazards
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Education and Care Services National Regulations 2011

Reg 100	Risk assessment for excursions
Reg 113	Outdoor space: natural environment
Reg 114	Outdoor space: shade
Reg 168 (2)(a)(ii)	Policies and procedures: Sun protection
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

National Quality Standard – Quality Area (QA)

QA 1	Educational program and practice
S 1.1 Program	The Educational program enhances each child's learning and development.
E 1.1.1	Curriculum decision making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
E 1.1.3	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning.
S 1.2 Practice	Educators facilitate and extend each child's learning and development.
E 1.2.2	Educators respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback.
E 1.2.3	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world.
QA 2	Children's health and safety
S 2.1 Health	Each child's health and physical activity is supported and promoted
E 2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
E 2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented.
E 2.1.3	Healthy eating and physical activity are promoted and appropriate for each child.
S 2.2 Safety	Each Child is protected
E 2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QA 3	Physical environment
S 3.1 Design	The design of the facilities is appropriate for the operations of a service

E 3.1.1	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.
S 3.2 Use	The service environment is inclusive, promotes competence and supports exploration and play-based learning.
E 3.2.1	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments.
QA 5	Relationships with children
S 5.2 Relationships between children	Each child is supported to build and maintain sensitive and responsive relationships
E 5.2.1 Collaborative learning	Children are supported to collaborate, learn from and help each other.
QA 6	Collaborative partnerships with families and communities
S 6.1 Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
E 6.1.2	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
E 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
S 6.2 Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QA 7	Governance and Leadership
S 7.1 Governance	Governance supports the operations of a quality service.
E 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Procedures

Educators and children are encouraged to access the daily local sun protection times at sunsmart.com.au or on the free Sun Smart app to assist with the implementation of this policy.

A combination of sun protection measures are used for all outdoor activities from **September to the end of April** and whenever UV levels reach 3 and above.

Where possible, active, outdoor sun safe play is encouraged throughout the day.

Environment

Seek shade

A shade audit is conducted regularly to determine the current availability and quality of shade.

Management makes sure there is a sufficient number of shelters and trees providing shade in the outdoor area.

The availability of shade is considered when planning all outdoor activities and excursions.

Children are encouraged to choose and use available areas of shade when outside.

Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.

Behaviours

Slip on sun protective clothing

When outside, children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts are best. If a child is not wearing sun-safe clothing (e.g. a singlet top or shoestring dress) they will be required to choose a t-shirt/shirt to wear over the top before going outdoors.

Slap on a hat

All children are required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative.

Slop on sunscreen

SPF50+ broad spectrum, water resistant sunscreen is supplied by the service – Woolworths Everyday SPF50+. Families are to supply sunscreen should they wish for a different sunscreen to be applied to their child/ren.

Sunscreen is applied at least 20 minutes before going outdoors and reapplied every TWO hours if outdoors.

With parental consent, children with naturally very dark skin are not required to wear sunscreen to help with vitamin D requirements.

To help develop independent skills ready for school, children from 3 years of age are given opportunities and encouraged to apply their own sunscreen under supervision of staff.

Slide on sunglasses [if practical]

Where practical, children are encouraged to wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

Learning and Skills

Sun protection and vitamin D are incorporated into the learning and development program.

The Sun Protection Policy is reinforced through educator and children's activities and displays.

Engaging Children, Educators, Staff and Families

Educators, staff and families are provided with information on sun protection and vitamin D through family newsletters, service handbook, noticeboards and the service's website.

When enrolling their child, families are:

- Informed of the service's Sun Protection Policy
- Asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child
- Asked to provide sunscreen if the child requires a different sunscreen applied, than the one supplied by the service: Woolworths Everyday SPF50+
- Required to give permission for educators to apply sunscreen to their child
- Encouraged to practice Sun Smart behaviours themselves when at the service
- As part of WHS UV risk controls and role-modelling, when the UV is 3 and above educators, staff and visitors:
 - Wear a suitable sun protective hat, covering clothing and, if practical, sunglasses
 - Apply sunscreen
 - Seek shade whenever possible

Monitoring and Review

- Management, educators and staff monitor and review the effectiveness of the Sun Protection Policy and revise the policy when required (at least once every three years) by completing a policy review.
- Sun Protection Policy updates and requirements will be made available to educators, staff, families and visitors.

Date of approval	October 2019
Date of next review	October 2022

Pandemic

Policy Statement

St Thomas More School OSHC will undertake and implement a range of protective measures to reduce the risk and spread of a virus during a pandemic. Our service will work diligently and thoroughly to minimise the risk to educators, children and families/ caregivers and the wider community. The service will use a risk management approach to identify any risks to our learning environment and practices and eliminate or minimise the identified risks where practicable.

We will strive to ensure we create and maintain a safe and supportive environment for everyone that attends our service by adhering to all the recommended guidelines, protocols and procedures issued by the Australian Government - Department of Health and Local Public Health Unit. We will continually monitor health alerts and new information from the Australian Government to ensure that we are implementing the most effective and appropriate measures possible to ensure the health and safety of everyone at our service.

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
(reg. 77, 157, 85, 86, 87, 88, 90, 93, 162, 168)
- Duty of Care 2004 – South Australian Commission for Catholic Schools
- Work Health and Safety Act 2011
- Food Act 2001
- Local Government
- NQS Area: 2.1., 2.1.1., 2.1.2, 2.2., 2.2.2.
- Policies – First Aid, Child Protection, Enrolment, Confidentiality, Illness and Infectious Diseases, Medical Conditions, Building Equipment Repairs and Maintenance, Storage, Pest Control, Indoor Environment, Outdoor Environment, Hygiene, Food and Nutrition, Hazardous Materials.

Procedures

St Thomas More School OSHC will implement practices that help to reduce the transmission of the virus, including

- The exclusion of any person (child, educator, parent/ caregiver, visitor or volunteer) that is suspected or has tested positive to the pandemic virus.
- Implementing effective and appropriate hygiene and cleaning practices as per our existing policies and procedures.
- Providing relevant information to families in easily accessible formats.
- Displaying relevant posters.
- Ensuring all staff abide by the services handwashing policy.
- Supervising and encouraging children to wash their hands.

- Educating children on the importance of hand washing, covering their coughs/sneezes and lessening social contact.
- Limiting visitors to the service.
- Cancelling excursions and incursions.
- Encouraging staff to receive relevant immunisations.
- Ensuring staff, children and families abide by any exclusion, isolation or quarantine requirements.
- Cleaning and personal hygiene supplies are available and maintained.

We understand that the outbreak of a pandemic and the constant amount of information spread through the media may be very stressful to children and parents. The anxiety about this disease may be overwhelming and cause fear and anxiety to some people, especially children. The Service is committed to continue to provide quality education and care to all children and support families responsibly during times of pandemic.

- We will promote a safe and supportive environment by:
- Reassuring children they are safe.
- Acknowledging and listening to children's questions.
- Promoting and implementing hygiene routines for handwashing and cough and sneezing.
- Keeping regular familiar routines within our service.
- Ensuring children eat well.
- Engaging children in play, games and other physical activities.
- Being alert and responsive to children's level of anxiety and provide quiet and relaxing activities.
- Providing information to families and support services as required

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction under the **Public Health Act**. Pandemic diseases are a **notifiable** condition in all states and territories of Australia.

Date of approval	April 2020
Date of next review	April 2023

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