**YMCA**

**Ashburton Pool and Recreation Centre**

**Vacation Care Program**

**Parent Handbook**

 **2020**

**Table of Contents**

[1. Introduction and Welcome 5](#_Toc334782782)

[1.1 Our Mission 5](#_Toc334782783)

[1.1.2 Values 5](#_Toc334782784)

[1.1.3 Vision 5](#_Toc334782785)

[1.2 Philosophy 5](#_Toc334782786)

[1.3 Our Goals 5](#_Toc334782787)

[2. National Quality Framework 6](#_Toc334782788)

[2.1 The Australian Children’s Education and Care Quality Authority (ACECQA) 7](#_Toc334782789)

[2.2 National Quality Standards 7](#_Toc334782790)

[3. Anti Bias 8](#_Toc334782791)

[4. Inclusion of Children and Professional Support 8](#_Toc334782792)

[5. Family Involvement at the OSHC Service 9](#_Toc334782793)

[6. The OSHC Children’s Program 10](#_Toc334782794)

[7. Contact Details 11](#_Toc334782795)

[8. Outside School Hours Care (OSHC) Operations 11](#_Toc334782796)

[9. Orientation 12](#_Toc334782797)

[10. Staffing 12](#_Toc334782798)

[10.1 Students/Volunteers 12](#_Toc334782799)

[10.2 Additional External Support 13](#_Toc334782800)

[11. YMCA OSHC Enrolment Process 13](#_Toc334782801)

[11.1 Priority of Access 13](#_Toc334782802)

[11.2 Withdrawal from Vacation Care 14](#_Toc334782803)

[11.2 Enrolment Procedures 14](#_Toc334782804)

[12. Parent and Guardian Information 14](#_Toc334782805)

[13. Confidentiality 14](#_Toc334782806)

[14. Fees 15](#_Toc334782807)

[14.1 Payment of Fees 15](#_Toc334782808)

[14.2 Assistance with Fees 15](#_Toc334782809)

[14.3 Approved Absences 15](#_Toc334782810)

[14.4 End of Year Accounts 16](#_Toc334782811)

[14.5 Extra Days and Fees 16](#_Toc334782812)

[14.6 Late Collections and Fees 16](#_Toc334782813)

14.7 Withdrawal from YMCA OSHC……………………………………………………………………………………………..16

[15. Arrival and Departure 17](#_Toc334782814)

[15.1 Arrival 17](#_Toc334782815)

[15.2 Departure 18](#_Toc334782816)

[16. Orientation 18](#_Toc334782817)

[17. Custody and Access 18](#_Toc334782818)

[18. Clothing Policy 19](#_Toc334782819)

[19. Health and Wellbeing 19](#_Toc334782820)

[19.1 Children’s Services Exclusion Period for Infectious Diseases 20](#_Toc334782821)

[19.2 Immunisation 25](#_Toc334782822)

[19.3 Medication 25](#_Toc334782823)

[19.4 Asthma 26](#_Toc334782824)

[19.5 Allergy and Anaphylaxis Management 26](#_Toc334782825)

[19.6 Accident and Injury 27](#_Toc334782826)

[20. Emergency Procedures 27](#_Toc334782827)

[20.1 Missing Child Procedure 29](#_Toc334782828)

[20.2 Serious Incident Reporting Procedures 30](#_Toc334782829)

[21. Equipment and Buildings 31](#_Toc334782830)

[22. Occupational Health and Safety 31](#_Toc334782831)

[23. Supervision 32](#_Toc334782832)

[24. Child Protection 32](#_Toc334782833)

[24.1 Providing a Child Safe Environment 32](#_Toc334782834)

[24.2 Child Protection Policy: 33](#_Toc334782835)

[24.2.1. Statement of intent 33](#_Toc334782836)

[24.2.2 Policy principles 33](#_Toc334782837)

[24.3 Reporting Child Abuse 34](#_Toc334782838)

[24.3 Adult Conduct 34](#_Toc334782839)

[25. Digital Imaging 34](#_Toc334782840)

[26. Sun Smart Policy 34](#_Toc334782841)

[27. Food and Nutrition 36](#_Toc334782842)

[27.1 Food from Home 36](#_Toc334782843)

[28. Birthday Celebrations 36](#_Toc334782844)

[29. Dental Health 37](#_Toc334782845)

[30. Food Safety 37](#_Toc334782846)

[31. Wellbeing 37](#_Toc334782847)

[31.1 Toileting 37](#_Toc334782848)

[31.2 Hand washing 37](#_Toc334782849)

[32. Behaviour Guidance and Social Justice 38](#_Toc334782850)

[32.1 Bullying and Anti Social Negative Behaviours 38](#_Toc334782851)

[33. Incursions/Excursions 39](#_Toc334782852)

[33.1 Incursions 39](#_Toc334782853)

[33.2 Excursions 39](#_Toc334782854)

[34. Dealing With Complaints 39](#_Toc334782855)

[35. Communication and Feedback 40](#_Toc334782856)

[36. Code of Conduct 41](#_Toc334782857)

37. Sleep & Rest Policy………………………………………………………………………………………………………………42

# Introduction and Welcome

Welcome to YMCA Outside School Hours Care (OSHC). This Family Handbook serves to provide families with a comprehensive overview of policies, procedures and helpful information for families who are using the service. Please ensure you read and understand all sections. For further clarification on any of the information contained in this handbook please contact your OSHC Coordinator.

## Our Mission

The YMCA works from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

### 1.1.2 Values

We look to our values to guide all that we do - caring, honesty, respect and responsibility.

### 1.1.3 Vision

Our vision is to build strong people, strong families and strong communities.

## 1.2 YMCA Philosophy

The YMCA’s approach to childhood education is different from many others.

Our programs focus on the child rather than the teacher. The children, their needs, their interests and their learning are the key to our program.

Our programs recognise that children learn best when given the opportunity to explore, observe and experience. The program allows time for spontaneous experiences and understands the need for flexibility.

We believe that each child is unique, capable and curious, with inbuilt strength and tremendous potential to be a master of their own learning. Our aim is to nurture these vital qualities with warmth and understanding to enable all children to grow and develop in body, mind and spirit.

## Ashburton Pool and Recreation Centre Philosophy

At Ashburton Pool and Recreation Centre, we endeavour to provide the community with an inclusive, engaging and friendly school age program. Ensuring that children are safe, secure and have sense of wellbeing is paramount. It is a place where children can grow, learn and enjoy their school holidays through experiences that reflect their interests. We provide access for all, regardless of gender, race, ethnicity or affordability. We want all children to have a sense of belonging and we collaborate with families and children which form part of the decision making process with all aspects of the program.

## 1.3 Our Goals

The goals of YMCA OSHC, as expressed in our Philosophy and in conjunction with the Victorian Early Years Learning and Development Framework and My Time Our Place, the framework for school aged care, include the following learning outcomes in relation to the knowledge and skills children will be encouraged to develop whilst a participant in our services. The five key learning outcomes are:

1. ***Children have a strong sense of identity (Identity).***

* Children feel safe, secure and supported
* Children develop their emerging autonomy, interdependence, resilience and sense of agency
* Children develop knowledgeable and confident self-identities
* Children learn to interact in relation to one another with care, empathy and respect

2. ***Children are connected with and contribute to their world (Community).***

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

3. ***Children have a strong sense of wellbeing (Wellbeing).***

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

4. ***Children are confident and involved learners (Learning).***

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

5. ***Children are effective communicators (Communication).***

* Children interact verbally and non-verbally with others for a range of purposes
* Children engage with a range of texts and get meaning from these texts
* Children express ideas and make meaning using a range of media
* Children begin to understand how symbols and pattern systems work
* Children use information and communication technologies to access information, investigate ideas and represent their thinking

Source: YMCA Philosophy Statement, Victorian Early Years Development and Framework and My Time, Our Place.

# National Quality Framework

In December 2009, all Australian Governments agreed to a new National Quality Framework for Early Childhood Education and Care. This means that all Australian children, regardless of their location, will get the best possible start in life through high quality early childhood education and care and school age care services. The Framework will help providers improve their services in the areas that impact on a child’s development and empower families to make informed choices about which service is best for their child.

The National Quality Framework includes:

* a national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
* a National Quality Standard
* an assessment and rating system
* a regulatory authority in each state and territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard. In Victoria, this regulatory authority is the Department of Education and Early Childhood Development (DEECD)
* the Australian Children's Education and Care Quality Authority (ACECQA).

## 2.1 The Australian Children’s Education and Care Quality Authority (ACECQA)

ACECQA is the national body ensuring high quality early childhood education and care across Australia. They provide national leadership in promoting quality and continuous improvement in early childhood education and care and school age care in Australia. ACECQA is responsible for providing oversight of the new system and ensuring consistency of approach.

## 2.2 National Quality Standards

The seven National Quality Standards are:

1. Educational Program and Practice
2. Children’s health and safety

3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

The National Quality Standards aim to promote:

* the safety health and wellbeing of children
* a focus on achieving outcomes for children through high-quality educational programs
* families’ understanding of what distinguishes a quality service

Approved Services, including YMCA OSHC services, will be assessed and rated against each of the seven Quality Areas of the National Quality Standard National Regulations as part of an ongoing cycle of assessment. Further information regarding your sites Ratings and Assessment can be obtained from you service’s Coordinator.

# Anti Bias

YMCA OSHC services will not discriminate against any person at any time for any reason under any circumstances. If access to the service is limited, entry may be through a waiting list and the criteria as set by the Department of Education and Training (DET) and the Family Assistance Office. All children, families, staff and visitors to the service will be treated with respect, dignity and equality. YMCA staff actively work towards reducing bias and the negative display of stereotypical images, ideas, behaviours and attitudes. Staff support children with knowledge and understanding, through role modelling effective and respectful interactions. Throughout the year staff are involved in training to further develop knowledge and resources that will support continuing improvement and quality service delivery. The OSHC service also ensures that the selection of equipment and resources for children’s use and play actively promotes and educates respect and equality; displaying images that are non bias, discriminatory or stereotypical of a person’s sex, physical abilities, socio-economic level, religion, ethnicity or culture.

[www.deewr.gov.au](http://www.deewr.gov.au) [www.cccvic.org.au](http://www.cccvic.org.au) [www.acecqa.org.au](http://www.ncac.org.au/) [www.fka.com.au](http://www.fka.com.au)

# Inclusion of Children and Professional Support

The YMCA believes that all children have the right to access and participate in high quality OSHC programs and services. We respect the diversity and individuality of identities and abilities and promote the benefits of inclusive practices. We will work in partnership with children, families and all staff to ensure a sense of belonging and empowerment in accordance with the Inclusion and Professional Support Program (IPSP).

The Australian Government Department of Education Employment and Workplace Relations (DEEWR) funds the Inclusion and Professional Support Program.

The Inclusion and Professional Support Program (IPSP) is an integrated and consolidated approach to meeting the professional and inclusion support needs of child care services and promotes good practice and continuous improvement in service delivery.

The IPSP is made up of two programs, the **Professional Support Program (PSP)** that provides professional development and support to build the skills of the child care workforce to enable them to provide high quality child care. The PSP provides funding for the Professional Support Coordinators (PSCs) and the Indigenous Professional Support Units (IPSUs) in each state/territory.

The **Inclusion Support Program (ISP)** aims to remove the barriers to access for children with additional needs through provision of inclusion support. This is achieved via the Inclusion Support Agencies (ISAs) who provide advice and guidance to child care services in designated ISA regions regarding access to training, Flexible Support Funding (FSF) and Inclusion Support Subsidy (ISS).

To ensure inclusive practices are promoted and delivered the service will:

* Develop in collaboration with the Inclusion Support Facilitator an annual Plan and apply for funding for additional staff where needed.
* Promote an attitude of respect for the individual, value cultural and physical diversity and strive to reduce inequality.
* Role model inclusive practices, promoting respectful interactions and care giving practices ensuring a positive sense of wellbeing.
* Work in partnership with families and communicate effectively ensuring full participation in goal setting and decision making.
* Access bilingual support to assist children and families and where possible provide information and resources in languages other than English.
* Encourage families to participate in a variety of roles at the service and to attend social events.
* Collaborate with other agencies that will enable staff and family access to specialised advice, training and resources where required.
* Access additional staff support where possible and promote a whole team approach.
* Develop appropriate programs based on the individual child’s strengths and interests that enable full participation and are inclusive and empowering.
* Provide play resources and equipment that promotes diversity and various abilities holistically throughout the program.
* Ensure the service’s physical environment minimises risk and is safe.
* Monitor and evaluate annually the service’s policy and service delivery for inclusive practices and professional support.

[www.deewr.gov.au](http://www.deewr.gov.au) [www.cccvic.org.au](http://www.cccvic.org.au) [www.ncac.org.au](http://www.ncac.org.au) [www.fka.com.au](http://www.fka.com.au)

# Family Involvement at the OSHC Service

The YMCA warmly welcomes the active involvement, contributions and ideas of our families using the service. We value a partnership approach and encourage families to share time, skills, knowledge and resources in a manner that enhances and strengthens the community and your child’s, and others, experience at the OSHC program.

Families are invited to have input in formal ways such as attending meetings, responding to surveys or providing valuable feedback on service policies and procedures. The YMCA greatly respects the vital role parents and other family members play in their children’s development, and an honest, caring, communicative relationship is valued highly. As such, the YMCA will greatly appreciate any time a parent or guardian can give to provide formal feedback where the quality or practices of the service is able to be reflected upon.

More informal collaboration, such as attending family events, suggesting program ideas or activities and assisting in the service evaluation are also encouraged. This ensures we continue to provide a happy, safe and stimulating environment. A copy of the OSHC Family Handbook, National Quality Framework information and the Education and Care Regulations and Act 2011 are always available at your service. Please contact our team if you require further information at any time.

We believe effective communication is essential in any partnership and parents are warmly encouraged to maintain regular communication with the OSHC team on a regular basis. Educators are best able to care for your child when they are informed about what you expect. Educators are always willing to discuss your child’s health and development, strengths and interests with you and this can be done informally or a formal appointment can be made if the need arises.

There are a number of ways that families can be involved in the daily activities of the children; this can be done through input into program planning or by actively participating in activities with the children. Staff always welcomes suggestions and feedback especially if your child has a current interest that can be incorporated into their time at the OSHC service.

There are many ways that families can contribute to the development or evaluation of activities at the OSHC service:

* All services have a parent information board or area where the current program of activities is displayed. There is a reflective journal or diary available at each service, typically near the sign in and out sheet. Please feel free to write down any ideas that you have to contribute or extend the program.
* Verbally on a daily basis through informal discussions with the staff.
* By completing feedback forms or surveys about the children’s program and the service.
* A suggestion box is typically provided at the child sign in/out and family information area. Families are invited to fill in the suggestion/feedback forms and anonymously (if desired) place into the suggestion box.

# The OSHC Children’s Program

The OSHC team regularly develops a program of planned experiences that is based on a range of learning philosophies, child developmental knowledge, children’s interests and ideas, parent and family input and ongoing evaluation. All staff at the YMCA OSHC service continuously undergoes training in children’s development and program planning.

Wherever possible, play spaces are set for self-selection, so children are able to make choices for themselves about where they would like to play and what they would like to play with. This fosters a collaborative learning approach and opportunities for individual children to spend time alone if they feel like it. There is a balance of planned and spontaneous experiences offered through a dynamic program that includes active/quiet, structured/unstructured, sensory and group/individual opportunities. The daily activities will incorporate language and literature, music and movement, creative arts, dramatic and imaginative play, science and mathematics, sensory and physical play. Children are treated as confident, capable learners and we aim to develop their life skills by providing opportunities that include effective hand washing, turn taking, developing friendships and problems solving skills.

We promote the use of natural materials in the program and resources aim to foster the naturalist intelligence of children by minimising the use of plastic and fostering an awareness of nature. The children are involved in caring for their environment through the maintenance of the gardens, re-cycling and re-setting play spaces.\* This will differ from program to program.

Some of the activities that your child may be involved in will include:

* Art and craft activities
* Cooking
* Project work
* Creative and expressive arts such as drama, singing, musical instruments and dancing
* Board games and puzzles
* Trivia quiz
* Construction activities such as Lego
* Sports, ball games and team games
* Gardening and re-cycling
* Taking care of and fostering a respect of belongings, resources and equipment
* Developing interpersonal and conflict resolution skills supported by staff in positive ways. through consistent strategies and role modelling that are developmentally and culturally appropriate

All staff have regular program planning time away from the children, where they maintain records of your child’s development and interests. Parents are encouraged to have input into goal setting and this is done regularly through the enrolment process, regular informal conversations or by completing family surveys.

Space and resources to complete homework will also be provided for children wishing to complete homework during their time at the OSHC program. At no time will doing homework be used as a punishment to children and staff will support and supervise wherever possible. Please be mindful that OSHC staff, while may assist if practical, will not complete child’s homework for them.

# Contact Details

|  |
| --- |
| Jessie Tyson – Children’s Services Director for YMCA Boroondarajessie.tyson@ymca.org.auAlessia Del Tito – Children’s Services Administration alessia.deltito@ymca.org.auAPARC Vacation Care Email aparcvacationcare@ymca.org.auAshburton Pool and Recreation Centre8 Warner Ave, Ashburton, 3147Telephone: (03) 9885 0333 |

# Outside School Hours Care (OSHC) Operations

# Holiday Programs: 7.30am – 6.00pm:

The YMCA will offer a Holiday Program each weekday of the school holidays.

The YMCA reserves the right to cancel a Holiday Program with two weeks verbal and written notice if there are insufficient numbers to operate the Holiday Program, wherever possible. Please note in some circumstances two weeks’ notice may not be practical to provide but as much notice will be given as possible. Families will be offered an alternate location. The appropriate funding bodies will also be notified.

Cancellation of a Holiday Program service is not the normal practice and will only occur in extreme circumstances.

**Public Holidays Closure Dates:**

This OSHC service will be closed on the following public holidays and fees will not be charged for these days:

* Australia Day
* Labour Day
* Good Friday
* Easter Monday
* Anzac Day
* Queen's Birthday
* AFL Grand Final Public Holiday
* Melbourne Cup Day

# 9. Orientation

All new children are invited to visit and stay at the OSHC service with their parent/guardian prior to starting at OSHC to familiarise themselves with the program, facility, the educators, the routine and activities on offer.

All new families will be sent an orientation booklet, detailing links to our website, information about the service and where parents can access all relevant information. On their first day Children will be given an orientation of the service. This includes; a tour of the centre, shown where to put their belongings, introduced to educators and other children and asked to complete a profile.

Staff need to be informed of all relevant information regarding the individual child which includes:

* All relevant health and medical information
* Individual dietary requirements
* Any relevant parenting order information
* Behaviour management strategies
* Orientation process and transportation process
* Procedures for notifying the OSHC service of your child’s absence

# 10. Educators

The YMCA is an Equal Opportunity employer who seeks to recruit the best possible and experienced candidates for positions who have the vitally important role of working with children at the YMCA. All new educators undertake a comprehensive and thorough recruitment and induction process. All educators that are employed have the relevant qualifications in accordance with the Australian Children’s Education and Care National Regulations (2011) including a valid Working with Children Check, clear Police Records Check, Anaphylaxis Management, Asthma Management, and CPR Certificate.

All services have a designated educator who has been trained in all aspects of food preparation, food handling and preparing foods for children with additional dietary requirements. Besides cooking activities, all our food, including lunch orders, are prepared by the café staff.

## 10.1 Students/Volunteers

The YMCA welcomes volunteers to the OSHC service and from time to time may host students from various schools, colleges and universities. Students and volunteers are not counted as staff members and are at no time allowed to supervise children alone. All students and volunteers are required to hold a valid Working with Children Check and a clear Police Records Check prior to starting at the OSHC. A comprehensive induction process is also undertaken for students and volunteers and must work within the service’s policies and procedures including the YMCA Privacy and Access Policy. Written permission from the parents must be obtained prior to any student compiling any information on children that is required as part of the study placement component.

Children will only be identified by their first name in any written documentation by students and parents can view the information at any time during the student’s placement at the service.

## 10.2 Additional External Support

The YMCA OSHC service also has access to a wide variety of external support for children, families and staff. The Children’s Service Unit at the local council employs an Inclusion Support Facilitator under the Inclusion and Professional Support Program (IPSP) who is available to support and work in partnership with the centre staff and families in accessing funding for an additional staff member, training, and additional resources when caring for children with additional needs. The Inclusion Support person in consultation with the centre staff develops an Assisted Inclusion Readiness (AIR) plan to support the child’s integration at the service on enrolment and ongoing. This is reviewed and evaluated on a regular basis and is designed as an integration tool for the whole room and not just the individual child.

The YMCA is also a member of the FKA’s multicultural resource library who can also provide a wide variety of information and resources in languages other than English, training and support.

The Department of Education and Training Children’s Services Advisors are also available to support the service and visit the OSHC service on an annual basis to undertake an operational check and provide feedback for improvement.

# 11. YMCA OSHC Enrolment Process

The YMCA welcomes all families to our service. Access to the OSHC service is via the enrolment and booking process, the re-enrolment process or by referral from the Department of Human Services Child Protection Unit.

## 11.1 Priority of Access

The YMCA is required to follow priority of access guidelines issued by the Commonwealth Department of Family and Community Services. These are as follows:

**Priorities**

|  |  |
| --- | --- |
| First Priority | A child at risk of serious abuse or neglect. |
| Second Priority | A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act. |
| Third Priority | Any other child. |

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

* in Aboriginal and Torres Strait Islander families
* in families which include a disabled person
* in families on low incomes
* in families from culturally and linguistically diverse backgrounds
* in socially isolated families
* of single parents

Families may be requested to change days should another family with a higher priority of access also require care.

*Source: Australian Government, Department of Education, Employment and Workplace Relations* [*http://www.deewr.gov.au/EarlyChildhood/programs/ChildCareforServices/Operation/Pages/Priorityforallocatingplacesinchildcareservices.aspx*](http://www.deewr.gov.au/EarlyChildhood/programs/ChildCareforServices/Operation/Pages/Priorityforallocatingplacesinchildcareservices.aspx)

**11.2 Withdrawal from YMCA OSHC**

**Holiday Programs:**

Families may cancel a day of a Holiday Program when:

• Two weeks written notice of cancellation is provided to the service prior to the last day of term; **or**

• A medical certificate is provided in the event of an absence.

If either of these terms are met a credit to the value of the cancelled days will be placed on the family’s account, less a 20% administration fee.

If less than two weeks written notice is given, prior to the last day of term, a family will only be offered a credit, less a 20% administration fee if:

• The child’s place can be filled by an alternate family.

## 11.2 Enrolment Procedures

Enrolment details can be found on the BSC website - <http://www.bsc.boroondaraleisure.com.au/participate/childcare/school-holiday-programs.html>

All enrolment enquires should be directed to Judy Allen on 98510444 or the customer service team at BSC

# 12. Parent and Guardian Information

An information area is provided where parents/guardians can sign their child in and out and locate information about the children’s day. This includes but is not limited to the YMCA policies and procedures, the program of activities and a communication book for parents where medication, accident/injury/illness information can be filled out.

Information will also be displayed on a variety of topics and in languages other than English if required. If you require information on a particular topic please discuss this with the staff who will attempt to access the information for you. Contributions from families to this area are welcome in consultation with the OSHC staff.

# 13. Confidentiality

The educators at the YMCA maintain confidentiality in all matters at all times. At enrolment, families are provided with information regarding privacy and access to information guidelines on the booking form. At no stage will personal information of families and staff be given to parents. Staff acts to protect children at all times.

Please refer to the YMCA Victoria Privacy Policy at the end of this handbook for further detailed information.

**Records and family information**

The service is required by law to collect family information and this is done annually on enrolment.

This information includes but is not limited to:

* The child’s enrolment form
* Relevant health information
* Relevant parenting orders

All family files are stored in a locked area in the Multi-purpose room.

# 14. Fees

The YMCA is a not for profit organisation and all operational aspects are financed through the collection of parent fees. A budget is calculated for each calendar year, fees are set in accordance with the annual budget.

**Session Fees:**

**Vacation Care: $76 per day per child**

## 14.1 Payment of Fees

Billing details must be provided at the time registration. Fees are paid through direct debit. The direct debit occurs fortnightly.

## 14.2 Assistance with Fees

The Family Assistance Office provides information on eligibility for fee relief in the following areas:

* Child Care Subsidy (CCS)
* Jobs, Education and Training (JET funding)
* Special Child Care Benefit

Please contact the FAO office on 13 61 50 or on 13 12 02 for information in languages other than English, or by visiting www.familyassist.gov.au

Families experiencing financial difficulties should contact the Coordinator immediately to discuss the option of a payment plan. It is the responsibility of the family to inform the Service of any changed circumstances, which may require fee adjustments. Failure to comply with the agreed payment plan may result in suspension of care. Families listed with a YMCA debt will not be entitled to enrol their child in any other YMCA services.

Further information on Fee Assistance is available at the end of this handbook.

## 14.3 Approved Absences

Parents are required to pay fees for all absent sessions. The Family Assistance Office (FAO) allocates 42 approved absent days of Child Care Benefit (CCB) per child per year for these days.

CCB will **NOT** be paid by the FAO once the 42 days of approved absences per child per year have been used. Full fees will then be charged to the account for holidays or incidental absent days from the OSHC service, unless a medical certificate has been supplied.

**Absences**

Under Child Care Subsidy (CCS), CCR is paid for up to 42 days absences for each child per financial year without the need to provide documentation. Absences over the 42 day amount will only receive CCR if the parent/guardian can provide evidence of the following:

* An illness (with a medical certificate)
* An outbreak of infectious disease when the child is not immunised
* Any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
* A temporary closure of a school or pupil free day
* A period of local emergency
* Exceptional circumstances that must be approved by the Family Assistance Office

Additional absences do not include public holidays.

*Please note that this is determined and monitored by the Family Assistance Office and the service is subject to random auditing by the FAO.*

## 14.4 End of Year Accounts

Payments will be processed at the time of enrolment and statements will be issued to families after each program. After payments have been processed with Centrelink, families will be informed if there are any discrepancies and any outstanding balances, will be required to be paid, before attending any future programs. In the event that you choose not to attend our program, we request that outstanding balances are paid immediately.

## 14.5 Extra Days and Fees

Families can request additional casual days in advance and this must be approved by the Vacation Care Coordinator and will only be offered where a place is available.

At no stage will the service operate above the licensed number of places or above the child to staff ratio as set out in the Education and Care Services National Regulations 2011.

Permanently booked days cannot be sold or swapped with other family’s booked days and all additional days will be charged an extra $10 per day per child after the booking closing date.

If an additional day is charged and the hours of care exceed the child’s approved hours of care this will affect the cost of care for the casual day booked.

## 14.6 Late Collections and Fees

The OSHC service closes at 6pm. Parents or guardians picking up children need to ensure they arrive at the service 10 minutes before the 6pm closing time. This will allow time to collect your child’s belongings and gain any relevant information from the educators. Please be mindful that discussions held after 6pm are in the educators non work hours and they will need to finish their shift on time.

Late fees will apply to parents/guardians arriving from 6pm regardless of reason. Parents need to telephone the service before 5.50pm if they are aware that they will not arrive at the service on time.

Families will be issued with a copy of the late fee policy and a separate invoice for the late fee the next working day from the Vacation Coordinator. CCS does not apply for late fees.

Educators will be responsible for noting the time of parent/guardian arrival after 6:01pm and will co-sign the child out with the parent/guardian on the sign out chart. Ongoing continual lateness may result in the suspension of care.

(\*Please note: Children waiting for their families can become anxious/distressed also. Therefore we ask where possible, if you know you are running, late, please contact an emergency contact to collect the child, and then notify the service.

**Late Fees:**

* **A late booking fee will apply for bookings made after the ‘Closing Date’ indicated on the Program Guide & Booking Form. A fee of $10 per child, per additional day will apply.**

**After 6.01pm $2 per minute will be charged per child until the child is collected**

**6.30pm – Police/Child Protection called if staff cannot get in contact with guardians or emergency contacts listed on the enrolment form –** Charges at $35.00 per 15 minutes will be charged after 6.30pm.

Staff procedure for late pick up of children after 6pm.

**Staff will:**

* At 6.00pm staff will attempt to contact the parent/guardian on the available telephone numbers. Staff will leave voice messages where available.
* If staff are unable to contact the parents/guardians, staff will contact the emergency contacts as listed on the child’s enrolment form and continue attempting to contact the parent/guardian, leaving voice messages where available.
* All calls will be documented
* At 6.15pm if staff are unable to contact any of the above, staff will notify the Manager at the YMCA.
* At 6.30pm where no contact has been established with any person, the local police will be called to the service. If the child is removed by the police, information will be placed on the OSHC program area’s front door to call the YMCA Manager who will provide information on where the child has been taken to by the local police.
* At no stage will staff take a child to the child’s home by car or to the staff’s own home. YMCA staff cannot be noted on the child’s enrolment as an authorised person to collect the child unless the staff member is a family member.

# 15. Arrival and Departure

All children must be signed in and out of the service by the legal guardian or as authorised on the child’s enrolment form. Failure to either sign your child in and out may result in the loss of the Child Care Subsidy for that day.

Children must also be signed in and out of the OSHC Program by a parent/guardian over 18.

## 15.1 Arrival

Children must arrive at the Vacation Care Program accompanied by parent or guardian over 18.

The parent or guardian must sign the child into the program in the daily attendance role. The time of arrival, expected departure time and who will be collecting the child that day must also be written during their arrival procedure. It is the parent or guardian’s responsibility to ensure this occurs. Please ask staff for guidance if you are unsure with this procedure.

Please hand any medications to a staff member and complete all details on the Authorisation to Administer Medication Form. Please ensure that you arrive early on the days excursions are scheduled. Times are specified on the program, for that day. If you are unsure, please check the day prior with one of the educators.

**Never leave medication in your child’s bag.** All medication that is required to be administered must be left with a staff member at the Team leaders Desk. If required, it will be taken on excursion with the group. It is the parents’ responsibility to collect the medication at the end of the day.

**All medication will be stored appropriately at the service.**

Please refer to the **Medication Policy** for further information.

Under no circumstances are the following to occur at the service:

* **Food** **and Drinks.** Any food brought into the service for lunches and snacks should not include contain nuts, and raw egg, due to the children with Anaphylaxis.
* We strongly recommend toys and personal items must not be brought to the OSHC service. This includes guns, dress-up items including wearing jewellery etc.Removal, breakage or loss of toys can cause distress to the child, it is important to avoid bringing toys to the centre. All lost items are the responsibility of families.
* **Pets.** Under no circumstances are family pets to be bought into the OSHC facility, unless authorisation has been given by the Vacation Care Coordinator.

## 15.2 Departure

When collecting your child on departure it is the parent or guardian’s responsibility to sign the child out of the service and note the time of departure in the daily attendance register. Please ensure you speak to a staff member when collecting your child so that they are informed of your child’s departure.

Parents are required to telephone the centre to inform the educators if there is a change to the person who is collecting the child that afternoon or if the departure will be later than advised on the sign in/out sheet.

**Only people who are authorised by the parent in writing on the enrolment form and are 18 and over can collect the child from the OSHC service**.

On departure the person collecting the child must also ensure they co-sign any authorisation that has been made for the administration of medication that day or for any injury/accident that has occurred that day that they have been informed about.

In emergency circumstances only, the parent or guardian can consult with the Vacation Care Coordinator to authorise any other person not on the authorised pick up list to collect the child from the centre.The Vacation Care Coordinator will then inform the staff of the change and co-sign the daily attendance register. The person collecting the child must provide photographic identification such as a current driver’s license, and the driver’s licence will be recorded on the roll.

# 17. Custody and Access

Natural parents as stated on the enrolment form have legal access to their child at all times unless a legally binding Parenting Order relating to the child states otherwise. Families must ensure that there is a copy of any relevant legally binding Parenting Orders relating to the child will be kept with the child’s records at the Service.

If any person arrives at the OSHC service to collect a child displaying aggressive or negative behaviours or is displaying signs of being under the influence of alcohol or drugs, staff will request that another person be called to assist and collect the child. If a person attempts to drive a motor vehicle under the influence of alcohol or drugs or displays impaired driving skills the car registration number will be recorded and the police will be called to assist.

In the case of a family dispute between parents/families please be informed that the OSHC service are not access points for those involved in the dispute to access time to play with or visit a child. This could seriously compromise all of the children’s and staff’s feelings of safety. In the event that a family member arrives at the OSHC with a request to access a child the parent who is the primary carer and with whom the child resides will be contacted immediately.

Where there is a family dispute and no legal parenting order is in place any authorised person that comes to the OSHC service to collect the child that is not an authorised person to pick up as documented on the child’s enrolment form will not be able to remove the child. In this event the parent who is the primary carer and with whom the child resides will be telephoned by the Vacation Care Coordinator and informed of the situation. Verbal authorisation from the person documented to pick the child up that day will need to be gained. In the event that this person cannot be contacted the other emergency contacts will be called for clarification.

# 18. Clothing Policy

Staff will at all times ensure that children are dressed appropriately for play and for the relevant weather conditions. Educators will role model the appropriate clothing for the weather conditions. This includes; Runners, jackets and hats.

Children are not permitted to share clothing and must wear their own clothes at all times.

Each child's clothing and personal belongings are the responsibility of the child during OSHC sessions. OSHC staff will not take responsibility for lost belongings and will maintain a lost belongings area.

Please ensure that each piece of your child’s clothing is clearly labelled with your child’s name.

We also ask that children not wear jewellery/accessories unless it is of a cultural or religious nature. Please inform staff in writing of cultural/religious practices regarding the wearing of clothing/jewellery/accessories by children. This will be recorded in your child’s enrolment file.

# 19. Health and Wellbeing

From time to time your child may become ill at the Holiday Program. It is the service’s responsibility to protect all children, families and staff from the spread of infectious diseases. As a parent you are the person that knows your child the best, if there is any change in your child’s general health or wellbeing please keep your child at home and seek medical attention. If your child becomes unwell at the OSHC service or if your child develops a temperature whilst at the service this will be immediately monitored and recorded and you will be informed by telephone. Due to this you may be asked to collect your child earlier than usual. In some instances you may be asked to collect your child immediately and a written clearance from your child’s doctor may be required when returning to the OSHC service. This would occur when:

* A child’s temperature reaches 38 degrees or above. An exclusion period of 24 hours since the last recorded temperature below 37.1 degrees will apply. Written clearance from your child’s doctor may also be required
* If the child has been vomiting or has had two cases of diarrhoea within a two hour time frame. An exclusion period of 24 hours from the last bout of vomiting or diarrhoea will apply. Written clearance from your child’s doctor may also be required
* If the child has active head lice
* The development of a rash
* The child develops signs and symptoms of Conjunctivitis
* The child displays signs and symptoms consistent with a variety of infectious diseases or has been diagnosed by a doctor with an infectious disease as outlined by the Department of Health (Information is available in this handbook and on the parent notice board of all infectious diseases and exclusion periods)

**The Vacation Care program does not have the capacity to care for ill children for prolonged periods. Depending on the circumstances the child will be made comfortable in the OSHC room where staff can monitor signs and symptoms of the child whilst waiting for the parents or guardians to arrive. All families and staff will be notified of any illness or outbreaks of infectious diseases at the service. Any persons not immunised will not be able to attend the service during the infectious period.**

**Notifiable infectious disease outbreak procedure**

1. Contact Parent and exclude child/ren from the service immediately. Children and staff not

immunised will also be excluded from the service during the outbreak.

2. Manager will contact the relevant Health Authority.

3. Other parents are notified by signage on the front door and in the OSHC section of the school’s newsletter.

4. Record illness in logbook for communicable disease outbreak.

5. Contact YMCA Manager.

6. Activate the Centre wash down process for all relevant items.

## 19.1 Children’s Services Exclusion Period for Infectious Diseases

In the event of an outbreak of an infectious disease unimmunised children will automatically be excluded from the service to prevent cross infection. Victorian Health Regulations Health (Infectious Diseases) Regulations 2001, Section 13 and 14 requires that any children with any of the infectious diseases listed as exclusion will not attend the centre as directed in the table below.

**Minimum period of exclusion from schools and children's services centres for infectious diseases cases and contacts.**

| **Condition** | **Exclusion of Cases** | **Exclusion of Contacts** |
| --- | --- | --- |
| Amoebiasis (Entamoeba histolytica) | Exclude until there has not been a loose bowel motion for 24 hours. | Not excluded. |
| Campylobacter | Exclude until there has not been a loose bowel motion for 24 hours. | Not excluded. |
| Chickenpox | Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children. | Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded. |
| Conjunctivitis | Exclude until discharge from eyes has ceased. | Not excluded. |
| Diarrhoea | Exclude until there has not been a loose bowel motion for 24 hours. | Not excluded. |
| Diphtheria | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later. | Exclude family/household contacts until cleared to return by the Secretary. |
| Hand, Foot and Mouth disease | Exclude until all blisters have dried. | Not excluded. |
| Haemophilus influenzae type b (Hib) | Exclude until at least 4 days of appropriate antibiotic treatment has been completed. | Not excluded. |
| Hepatitis A | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness. | Not excluded. |
| Hepatitis B | Exclusion is not necessary. | Not excluded. |
| Hepatitis C | Exclusion is not necessary. | Not excluded. |
| Herpes ("cold sores") | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible. | Not excluded. |
| Human immuno-deficiency virus infection (HIV/AIDS) | Exclusion is not necessary. | Not excluded. |
| Impetigo | Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing. | Not excluded. |
| Influenza and influenza like illnesses | Exclude until well. | Not excluded unless considered necessary by the Secretary. |
| Leprosy | Exclude until approval to return has been given by the Secretary. | Not excluded. |
| **Measles\*** | Exclude for at least 4 days after onset of rash. | Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility. |
| Meningitis (bacteria - other than meningococcal meningitis) | Exclude until well. | Not excluded. |
| **Meningococcal infection\*** | Exclude until adequate carrier eradication therapy has been completed. | Not excluded if receiving carrier eradication therapy. |
| **Mumps\*** | Exclude for 9 days or until swelling goes down (whichever is sooner). | Not excluded. |
| **Pertussis\*** (whooping cough) | Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment. | Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment. |
| **Poliomyelitis\*** | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery. | Not excluded. |
| Ringworm, scabies, pediculosis (head lice) | Exclude until the day after appropriate treatment has commenced. | Not excluded. |
| Rubella (german measles) | Exclude until fully recovered or for at least four days after the onset of rash. | Not excluded. |
| Salmonella, Shigella | Exclude until there has not been a loose bowel motion for 24 hours. | Not excluded. |
| Severe Acute Respiratory Syndrome (SARS) | Exclude until medical certificate of recovery is produced. | Not excluded unless considered necessary by the Secretary. |
| Streptococcal infection (including scarlet fever) | Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well. | Not excluded. |
| Tuberculosis | Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious. | Not excluded. |
| Typhoid fever (including paratyphoid fever) | Exclude until approval to return has been given by the Secretary. | Not excluded unless considered necessary by the Secretary. |
| Verotoxin producing Escherichia coli (VTEC) | Exclude if required by the Secretary and only for the period specified by the Secretary. | Not excluded. |
| Worms (Intestinal) | Exclude until there has not been a loose bowel motion for 24 hours. | Not excluded. |

The Public Health and Wellbeing Regulations 2009 are available from the [Victorian Legislation and Parliamentary Documents website](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/95daf3d8286def33ca256da4001bc4e8/a3b0a9845fd0980aca25768d002ab0b5%21OpenDocument) maintained by the Department of Premier and Cabinet.

Exclusion of cases and contacts is **not** required for Cytomegalovirus Infection, Glandular fever (mononucleosis), Hepatitis B or C, Hookworm, Cytomegalovirus Infection, Molluscum contagiosum, or, Parvovirus (erythema infectiosum fifth disease).

Source: Communicable Disease Control, Public Health Branch, Division of the Victorian State Government, Department of Health,

[**http://ideas.health.vic.gov.au/guidelines/school-exclusion-table.asp**](http://ideas.health.vic.gov.au/guidelines/school-exclusion-table.asp)

## 19.2 Immunisation

If there is an outbreak of an infectious disease at the OSHC service (or at home involving a sibling or other family member) then any children/staff who have not been immunised will be excluded from attending the service during the outbreak for the period as specified by the Health Department.

Regular updated information will be available for all families.

The centre will request a copy of your immunisation forms, as part of their enrolment process. Where this documentation cannot be provided, a letter from your doctor, to state that your child is healthy to attend the program, will be required.

## 19.3 Medication

**Authorisation to Administer Medication: Education and Care Services National Regulations, 2011.**

Only medications prescribed by a medical practitioner or by a pharmacist with a chemist’s dispensing label will be administered. The medication must be in the original bottle/container with the child’s name, dosage details, health professional/pharmacist name and recent prescribed date clearly labelled.

Parents are advised that sick children who are receiving medication must have completed a full dose over a 24 hour period before returning to the OSHC service.

If a child requires medication to be administered during their time at the service parents are responsible for the following procedures.

* Parents must ensure that under no circumstances medications are left in a child’s bag. This poses a serious health risk to other children in the centre.
* Parents must approach a staff member to hand over the medication and verbally provide any relevant information regarding the status of the child’s health and details of possible side effects of the medication. **If the child appears unwell staff may ask you to take your child home and provide a clearance from your doctor before the child can return to the service.**
* Parent permission to administer medication must be done in writing. All details must be written into the medication book by the parent then witnessed, co-checked and co-signed by two staff members.
* Other medications to be administered other than prescription medication (**including natural remedies and over the counter medication)** must be in writing from your health professional/pharmacist stating all details as listed above in accordance with the Education and Care Regulations (2011).
* Parents must ensure the Children’s Services Coordinator is informed of any up to date information regarding their child’s health. Please provide copies of any relevant information provided by health professionals for your child’s records. This includes any allergy reports, asthma plans or details of ongoing conditions and/or treatment.
* When collecting your child, parents must co-sign the administering of medications staff entry details and ensure that the details correspond with parents written instructions. If the staff have any queries regarding parent’s instructions a staff member will telephone the parent for clarification and then amend the authority to administer medication information originally provided by the parent. It is the parent’s responsibility to co-sign this amendment.
* **Antibiotics** - When antibiotics need to be administered, parents need to ensure all relevant information is written such as “before food, after food etc”. When providing authorisation to administer antibiotics to a child, parents should note that staff will only administer antibiotics under the following time frames.

**The child has completed 24 hours of the appropriate dosage of the antibiotic at home prior to recommencing care**. **The following administration time frames will apply:**

Antibiotics prescribed four times daily - require a minimum of 6 hours between doses.

Antibiotics prescribed three times daily – require a minimum of 8 hours between doses.

Antibiotics prescribed twice daily - require a minimum of 12 hours between doses

**All Epipen, asthma and other medications are kept in a clearly labelled medication container out of children’s reach. Medication that needs refrigeration is kept in the kitchen fridge in a clearly labelled medication container.**

## 19.4 Asthma

All children that have been diagnosed with asthma by a doctor must provide the OSHC service with a current Asthma Action Plan from your doctor. This must be in colour and it must have a current coloured photo attached. All asthma medication must be clearly labelled with your child’s name including your child’s spacer equipment. A copy of your child’s asthma action plan will be kept with the medication at all times and in an emergency evacuation will be taken by the staff to the evacuation point. If at any time a child does not respond to their asthma medication as per the child’s individual asthma plan instructions, the emergency asthma procedure will be implemented immediately and parents will be notified. In the event of the emergency asthma procedure having no immediate effect an ambulance will be called.

## 19.5 Allergy and Anaphylaxis Management

Some children unfortunately have developed an allergy to factors in the environment and/or certain foods. Parents are required to inform the Vacation Care Coordinator on enrolment if there are any environmental or food intolerances and any allergic reaction signs and symptoms that they are aware of. All children that have been diagnosed with any allergies by a doctor must provide the service with a current Allergy Action Plan, in colour, with a current colour photo, from your doctor outlining the nature of the allergy, any subsequent reaction identification information and first aid details required for an allergic reaction. All educators (including relief educators) are informed of individual children’s requirements, copies of individual management plans are kept in your child’s individual file, in the YMCA OSHC office and in the child’s room for staff information.

If a child has an allergic reaction or anaphylaxis episode whilst at the service, staff will follow the child’s individual anaphylaxis management medical plan and will call an ambulance if symptoms accelerate or become life threatening.

**ANAPHYLAXIS**

Anaphylaxis is the most serious form of allergic reaction and can be fatal. All educators have undertaken anaphylaxis management training. All educators (including relief educators) are informed of any children at risk from anaphylaxis, photographic identification is provided to enable identification of children at risk of anaphylaxis to be identified. The anaphylaxis medical management plans are to be in colour and a current colour photo attached, or your child’s enrolment will not be accepted. These plans will be located in the multi-purpose room with the child/ren, for educators to easily access, in the event of an emergency. Each child’s individual Epipen kit and anaphylaxis management plan is located within the child’s room and is taken with the first aid kit on excursions and during emergency evacuation practices. Parents are required to ensure that a current Epipen remains at the Centre at all times the child is at the Centre. Parents are required to monitor the expiry date of your child’s Epipen and replace it as needed. Children at risk of anaphylaxis will not be able to stay at the Centre if the Epipen is not available or is out of date, or a colour Action Plan, with current photo, is not provided.

All precautions are taken to ensure that children are safe and this involves effective communication between families and staff on which foods the child can have or has been exposed to. Parents are encouraged to continuously inform staff of any changes to your child’s restrictions and provide an updated anaphylaxis management medical plan from your doctor. This will be required as a minimum annually on enrolment and re-enrolment for all children diagnosed as at risk of anaphylaxis or has had an anaphylactic episode.

YMCA educators will undertake an assessment of all children’s anaphylactic management plans to identify the risks involved, and develop a risk minimisation plan. The risk minimisation plan will include where applicable, safe practices for food handling, preparation, food consumption, food sharing practices, hand washing and equipment cleaning, communication to parents regarding known allergies that pose a risk to the child, and strategies for minimisation and management of known risk.

Food that has been prepared for individual children due to dietary restrictions will be prepared under current food, health and safety regulations. This food will be cooked and served individually and clearly labelled with your child’s name. During all mealtimes educators will fully supervise the children to ensure all aspects of safety are practiced.

# 19.6 Accident and Injury

All educators are trained in First Aid. The service also maintains a first aid kit and staff carry a mobile first aid kit on excursion. From time to time accidents will occur, however educators are diligent in accident prevention through consistent effective supervision and through the setting of the play spaces and equipment. If your child is injured at the centre due to an accident, appropriate first aid measures will ensure that your child is cared for immediately. Other educators will ensure all children are safe and that the child educator ratios are maintained. The Vacation Care Coordinator is notified of all accidents/injuries however minor and the OSHC staff record in writing all information relating to the circumstances surrounding the accident/injury. A staff member will telephone the parent/guardian to inform them of the situation that has occurred, the first aid treatment and an overview of how the child is, (in more serious cases). A request may be made by staff for a parent/guardian to collect the child to seek further medical advice, the parent/guardian is required to collect the child or arrange for another person on the authorised pick up list to collect the child as soon as possible.

Where a serious injury or illness has occurred and further medical help is sought by the OSHC service or the family, the Vacation Care Coordinator will follow the Serious Incident Reporting Procedure as outlined below in the Serious Incident Reporting Policy.

# 20. Emergency Procedures

The service has developed emergency procedures for a variety of emergency situations. Telephone numbers for an emergency response are located at the OSHC service including 000, Poisons and Gas leak information telephone numbers. Information on the procedures for Emergency C.P.R; Emergency Asthma, and individual allergic reaction plans are located near telephones and outside. The Vacation Care Coordinator is the designated First Aider and all educators possess current anaphylaxis management qualifications. A mobile phone is kept with a staff member at all times when moving inside and outside. The OSHC service practices emergency evacuations regularly throughout the year and emergency evacuation information with a detailed map is displayed. The notification to all staff and children of an emergency evacuation is by a whistle and these are located throughout the service.

All visitors/agency staff are advised of the emergency evacuation plan on arrival.

**Ambulance:**

An emergency situation may occur at any time due to a person becoming ill or injured. An ambulance will be called in the first instance. First aid will be administered and nil by mouth will occur. The parents will be contacted, informed an ambulance has been called and asked to come to the OSHC service immediately. If parents fail to arrive at the service prior to the Ambulance they will need to go straight to the hospital.

The YMCA Manager will also be informed as soon as practically possible of the emergency situation. If the parents have not arrived a suitable adult will accompany the child to the hospital in the ambulance. The child’s enrolment form and a copy of any relevant documented first aid that has occurred will be taken to the hospital with the child.

Under no circumstances will a child be transported to a hospital or doctor in a staff member’s car.

**Fire:**

The OSHC service has a well establish fire evacuation plan and clearly signed exit points. This evacuation is practiced regularly and educators evaluate the evacuation for ongoing improvement and efficiency. The fire evacuation plan is displayed at the OSHC service and discussed with the children on a regular basis.

In the event of an imminent bush fire threat the YMCA OSHC service will declare a Code Red and will act in line with the Department of Education and Training guidelines.

Where possible, up to 3 days’ notice of a planned closure of the service will be provided however in an emergency and where possible no later than midday the day before the planned closure date. Once a closure has been confirmed the service will not re-open on that day regardless of a change in weather conditions or status of fire threat. No staff will be on duty at the service on the day of closure.

On days of extreme smoke exposure the service will be open but an inside program will be run during the session.

All educators play a role in ensuring an evacuation is as smooth and stress free as possible for the children. A first aid kit, sunscreen, individual medication, water, a mobile phone and family contact information is taken by the staff on the evacuation.

In the event of a real fire or a gas leak 000 will be called. The staff will take the children to the designated evacuation meeting point and parents will be called as soon as possible.

**Police:**

The police may be called to the service for a number of reasons. Staff will not hesitate to call 000 if they feel that a Police presence is warranted. Parents will be informed of the circumstances and outcomes when all information and reporting processes have been finalised unless it is deemed necessary by the Police and the Children’s Services Advisor to inform parents earlier.

## 20.1 Missing Child Procedure

The YMCA OSHC service operates to protect and ensure the safety of all children at all times.

Educators position themselves at all times for effective and constant supervision of children. There are a number of reasons why children may try and leave the service and this includes but is not limited to the symptoms of anxiety or anger or where there are additional behaviours associated with a range of health concerns. Children deemed at risk of attempting to leave the service will be effectively supervised and strategies discussed between parents/guardians and educators.

Parents/guardians are urged to stress and re-enforce to their child that they are not under any circumstances allowed to leave the Holiday Program once they have arrived and are signed in to the program, until pick up time.

It is the parents/guardians responsibility to sign the children out of the program each session and to inform the OSHC staff that they are taking their child home. It is critical that the OSHC educators are informed of any changes to normal child collection routines by parents/guardians.

Educators regularly check the sign in and out register and conduct and record a child head count and record and compare numbers of children on the sign out register.

If at any point the educators become aware that a child has left the OSHC program and is not able to be accounted for, it will be deemed a serious incident and the following process will occur immediately:

* All staff will be informed and an attempt to locate the child will be made
* All internal and external areas will be checked
* Educators will move all children inside and conduct a head count
* Parents/guardians will be notified immediately
* Police will be called
* The YMCA Manager will be notified
* A Children’s Services Advisor at (DEECD) will be notified

Educators constantly review and evaluate current practices for effective and constant supervision of all children.

## 20.2 Serious Incident Reporting Procedures

**A serious incident is defined as any incident where a child or staff member has been in a high risk situation where external help has been sought from any emergency services or where further medical treatment at a hospital or doctor has been sought for an injury sustained at the Service.**

When an emergency situation has occurred or external medical assistance has been sought the Children’s Services Coordinator will follow the Serious Incident Reporting Procedures. As soon as practically possible and within 24 hours the Children’s Services Coordinator will:

* Ensure the safety of all educators and children is maintained by implementing the appropriate emergency procedure for the situation
* As soon as practically possible contact all families or the relevant parent or guardian to inform them of the serious incident
* Oversee that appropriate First Aid is carried out
* Investigate the incident by gathering all information including statements from staff, parents/guardians and children and any completed injury/illness documentation
* Inform a Children’s Services Advisor at the Department of Education and Training (DET) within 24 hours
* Inform the YMCA Manager within 24 hours
* Evaluate the incident which will include but is not limited to reviewing the current policies and procedures and how staff carried out their duties. This will be done by reviewing staff witness statements, emergency evacuation evaluation forms, discussions at the team meeting regarding the incident and by gaining feedback from the families and the Children’s Services Advisor
* Professional development for staff will be organised if deemed appropriate as an outcome
* Information on access to counselling will also be provided if deemed appropriate

# 21. Equipment and Buildings

YMCA OSHC service educators undertake regular safety checks of the building and the equipment. Service educators regularly complete checklists and any maintenance requests and safety issues are documented for action. All information relating to safety in the OSHC service is documented and evaluated regularly.

Educators also assess all aspects of safety when purchasing resources and equipment and in the organising of play spaces for children throughout the day. Educators re-inforce appropriate use of equipment with the children and foster care and respect of equipment and the play environment. This is done through constant supervision, positive role modelling and consistently re-enforcing Holiday program limits and re-setting of play spaces. Children are encouraged to take an active part in caring for the equipment and buildings during their time at the service.

The children’s rules of OSHC and consequences/actions are developed by the children and are regularly reviewed with children. Care and respect of the equipment and environment is also re-enforced through the OSHC rules.

Donations of toys or equipment from families is greatly appreciated and requests for certain items may be made from time to time. As there are some items that the OSHC service cannot accept families are asked to only donate any items that have been specifically requested. Posters communicating information of requested toys and equipment will be displayed at the service.

The OSHC service is cleaned each evening when the service is closed.

All equipment such as Fire Extinguishers, Air Conditioning Units and other Electrical Appliances are maintained and checked on a regular basis.

# 22. Occupational Health and Safety

Managing safety at the Holiday Program service is of the highest priority and the Vacation Care Coordinator ensures the service complies with all statutory requirements under the Victorian OH&S Act 2004 and the OH&S Regulations 2007. Risk management practises are incorporated into all aspects of the service.

* Educators discuss and evaluate Occupational Health and Safety issues and safe lifting techniques are practiced regularly at staff meetings which are minuted.
* Worksafe information is provided for staff through the noticeboard, in the staff room.
* Educators constantly work to ensure a safe working environment and ensure manual handling is kept to a minimum. Educators minimise lifting and ensure that they move to position themselves at the children’s level; appropriate equipment is available for staff to ensure safety in the work place.
* Educators assess all aspects of safety when organising play spaces and equipment for children, including the selection of resources and positioning of play equipment. Broken or worn pieces of equipment are immediately removed and replaced.
* Educators carry out daily and monthly recorded safety checks of the OSHC service facility, equipment and document any actions required.
* Staff role model safe behaviour through practice with children. This is through setting and reinforcing consistent rules for safe play and children’s behaviour, discussing with children possible consequences of actions and encouraging children to ask an adult for help when needed.
* Educators ensure that all potentially dangerous products are stored in clearly labelled locked cupboards out of children’s reach. No dangerous products are stored in the OSHC area and all cleaning products are non-hazardous and are stored out of children’s reach.
* Safety data sheets that outline the product description, directions for use, safety instructions and first – aid is displayed in the storage area.
* No family pets are to be brought into the premises at any time.
* External rubbish bins are regularly cleaned and sanitised.
* First-aid kits are maintained and located inside and outside, educators regularly update first aid qualifications.
* The OSHC service maintains a current Food Safety Plan and staff are trained in all aspects of food safety including personal hygiene/hand washing, serving, temperature control, safe food storage and using gloves.
* All cooking activities are conducted under the current food safety plan and the Hazard Analysis and Critical Control Points (HACCP) guidelines and staff ensure that children actively participate in hand washing and hygienic practices.
* Regular checks on Fire Safety Equipment is carried out and recorded.
* Educators are aware of all procedures relating to emergency situations and evacuations and this is practiced and evaluated regularly.
* Educators ensure all health and hygiene practices are carried out that is role modelled with children and re-enforced through visual aids.

# 23. Supervision

**At its most basic level supervision contributes to protecting children from hazards that may emerge in their play, including hazards created by the way equipment is used, or the way children relate to each other and enables an immediate response to a child in distress.**

The educators at the YMCA OSHC are constantly ensuring that children are safe from harm, have opportunities to play and extend on their own learning and staff promote and role model positive guidance and conflict resolution through supporting interactions, role modelling and play.

Educators at all times adhere to the required minimum child staff ratios as required under the Education and Care Services National Regulations (2011) and is outlined in the staffing policy. Educators constantly and actively communicate and consult with each other regarding numbers of attendance, experience and knowledge of individual children’s needs, routines and current goals and strategies. Educators regularly undertake safety checks of all equipment and areas where the children play. During their program planning time the staff plan the program based on individual and group developmental needs and interests. The program is evaluated regularly and educators make changes as required to extend on the children’s learning and interests.

Educators know that actively playing alongside the children is the best place to adequately supervise, respond and promote positive interactions and learning.

# 24. Child Protection

## 24.1 Providing a Child Safe Environment

The YMCA is committed to providing a safe and secure environment for children where children feel safe, empowered and confident. It is our Duty of Care to ensure we actively promote a child safe organisation with an adequate level of protection against harm. Before employment can commence a prospective staff member must ensure they have completed the Safe Guarding Children and Young People online training, have a current and valid Working with Children Check or VIT card, a current clear Police Records Check, First Aid qualifications and Anaphylaxis Awareness Certificate and an up to date CPR qualification. A Comprehensive recruitment process is conducted and pre-employment reference checks (non-family members) will also be conducted.

To ensure a child safe organisation the YMCA will:

* Ensure all new educators and casual relievers undertake a thorough recruitment, selection and orientation process.
* Utilise agency relief staff that specialise in educators for Children’s Services and conduct an orientation where a checklist is completed for all new agency staff.
* Maintain and regularly update the Nominated/Certified Supervisor sign, and ensure that at all times there is at least one nominated person on duty at the service.
* Ensure that at all times the service complies with the regulated staffing requirements as outlined in the Education and Care National Regulations and that there are two staff members on duty when opening and closing the OSHC service.
* Staff will at all times actively and effectively supervise children and maintain child staff ratios.
* Provide up to date information and access to professional development for staff.
* Provide information and resources for families on Child Protection issues, concerns and where to access help and further information.
* Provide education for children and arrange visits from the local police to talk on a range of subjects.
* Provide information where available in languages other than English.
* Be alert to the risks and signs of abuse and neglect and reporting procedures.
* Follow the appropriate procedures for documenting and reporting concerns.

## 24.2 Child Protection Policy:

### 24.2.1. Statement of intent

“Mankind owes to the child the best it has to give.”

*United Nations Convention on the Rights of the Child 1989*

YMCA Victoria recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe. YMCA Victoria considers any form of child/young person abuse, inclusive of emotional, physical, sexual abuse or neglect, as intolerable under any circumstances. YMCA Victoria has a legal, moral and Mission-driven responsibility to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately dealt with.

### Policy principles

*(Please note that in the context of this policy & procedures document, the term “child” refers to both child and young person under the age of eighteen).*

a) The safety of children and young people is paramount.

b) Children and young people need to know and believe that they have the right to be and feel safe at all times.

c) Child abuse is abhorrent and illegal and must never be tolerated or ignored.

d) Educators and volunteers of YMCA Victoria are entrusted to ensure that the people who care for children and young people act in the best interests of the child and take all reasonable steps to ensure the child’s safety.

e) Educators and volunteers of YMCA Victoria will show a commitment to educating children and young people about self-protection and promote resilience and empowerment strategies within its programming.

*Sourced: YMCA Victoria, Safeguarding children and young people policy and procedures*

## 24.3 Reporting Child Abuse

The Director or any educator member can make a notification to the Department of Human Services Child Protection Unit where it is considered under reasonable grounds that a child is in need of protection.

A child report can be made when there is:

* A significant concern for a child’s wellbeing
* A belief the child is in need of protection
* A disclosure has been made by a child

## 24.3 Adult Conduct

All adults on the premises must ensure their conduct is at all times conducive to ensuring that children feel safe and secure. Loud voices, swearing and aggressive behaviour will not be tolerated and may result in the Police being called.

Parents are not to approach the children with opinions about that child’s behaviour or to request explanations, information or promote blame. Staff will not identify children or family details of children that may have been involved in an incident with your child that day. Further enquiries must be made to the OSHC staff.

Adults are asked at all times to promote and role model positive behaviour that ensures they are role modelling safe practices, these may include ensuring all doors are closed when you enter or leave rooms, sitting on chairs, not tables, not bringing food, unsafe items or pets into the service.

Adults are not permitted to smoke cigarettes or consume alcohol in or around the service at any time.

# 25. Digital Imaging

With your permission photographs will be taken of your child whilst at the service. On enrolment parents/guardians are requested to sign an acknowledgement slip allowing your child to be photographed. Photographs of your child will be alone at play or within a group setting. These photographs will be used for display and programming purposes only. Photographs will only be taken using the OSHC digital camera and images will only be printed at the service and stored on the service computer.

Parent permission in writing will be sought by students wishing to take photographs of a particular child for study purposes only. Students will be allowed to take photo’s using the OSHC camera only and the photographs will be printed and stored at the service.

Under no circumstances are families allowed to take photographs or videos of the children whilst at the service with personal cameras or mobile phones.

# 26. Sun Smart Policy

**Australia has the highest rate of skin cancer in the world and therefore it is essential to minimise exposure to harmful Ultra Violet (UV) rays to reduce the chance of sunburn and skin damage.**

The YMCA follows the guidelines and recommendations outlined by the Cancer Council of Victoria in providing sun protection and current information for the children, families and staff at the service.

This policy will be implemented from 15th August to the end of April each year when the UV radiation levels are at their highest. A combination of sun protection measures will be used throughout the day and staff will work in partnership with families to ensure the children are protected from the sun’s harmful UV rays.

SunSmart Victoria recommends:

1. Seek shade.
2. Wear clothing that covers as much skin as possible.
3. Wear hats that protect the face, ears and neck.
4. Wear wraparound sunglasses (optional) that meet the Australian Standard 1067 (Sunglasses Category 2, 3 or 4).
5. Use SPF 30+ broad spectrum, water resistant sunscreen, and re-apply it every two hours.

**Children with allergies:** Please provide SPF 30+ broad spectrum water resistant sunscreen clearly labelled with your child’s name if your child is sensitive to the sunscreen provided. This is to be left at the OSHC service and placed in the basket at the Sun Smart Station.

**Educators will:**

* Role model all sun protection measures at all times
* Assist children in applying sunscreen on arrival at the OSHC service and throughout the day where relevant
* Minimise exposure to harmful Ultra Violet rays.
* Implement an indoor program only when the outside temperature reaches 30 degrees
* Ensure that all children have access to drinking water at all times and that all children are monitored for heat exposure. Staff will modify the indoor/outdoor program when needed due to the outside temperature or level of Ultra Violet exposure
* Promote sun protection and education throughout the day during play and conversations
* Provide up to date relevant information to families regarding Sun Protection based on current information from the Cancer Council of Australia. This information will be provided in Languages other than English where possible
* Evaluate the SunSmart Policy as new information becomes available from the Cancer Council of Victoria. Family input is always welcome

**The YMCA Children’s Services Coordinator will:**

* **Oversee the safety of all children and staff**
* **Work to minimise exposure to the sun’s harmful ultra violet rays**
* **Ensure all staff are trained in first aid**: Ensuring all staff are educated in all aspects of first aid for a variety of situations including heat exhaustion and exposure and operate at all times with preventative measures.
* **Regularly evaluate the outdoor environment to ensure maximum shade is available:** All children will have access to permanent undercover shade structures throughout the day.

# 27. Food and Nutrition

The YMCA OSHC is a nut free service.

Written information from your child’s paediatrician/doctor is required outlining all aspects of any food intolerance or allergies that your child may have. This must include the history, a list of foods, signs and symptoms of any type of reaction and a health plan in the event of an allergic reaction. A copy of this is retained with your child’s records.

Cultural and religious dietary requirements must be made in writing when enrolling your child at the service. Please consult with the Children’s Services Coordinator regarding any specific requirements that you may have and you requirements will be accommodated where possible.

Children are fully supervised during times that children are eating and staff role model and re-enforce appropriate behaviour during children eating, discuss foods and promote healthy eating and teeth care.

## 27.1 Food from Home

Any food brought into the service for the purpose of sharing with other children, must be **NUT FREE,** clearly labelled and a list of ingredients must be provided. There are children and staff who may be allergic to a variety of food items and coming into contact with these foods poses a serious threat to their health.

Children are required to bring food for their own consumption to the Holiday Program. Families are asked to pack a healthy and appropriate **NUT FREE** lunch, morning and afternoon tea. Families are asked to be sensitive to the potential health risks that other children may encounter if exposed to foods that they are allergic too especially foods that may contain nuts or eggs. Families are asked to discuss with their child/ren the importance of not sharing, swapping or tasting other children’s foods during their time at any of the programs. Please do not bring food that needs to be heated or reheated.

# 28. Birthday Celebrations

Children’s birthdays are an exciting time for all and we enjoy celebrating the child’s special day with them. Parents are asked **not** to bring in lolly bags, toys and to share with other children at the service on your child’s birthday.

Due to strict food regulations parents **cannot bring** in any type of birthday cake or any other food products. Educators can, however purchase a cake, if requested in advance, at the cost of the family.

# 29. Dental Health

The service actively incorporates the Eat Well, Drink Well, Clean Well, Play Well, Stay Well initiative from Dental Health Services Victoria:

**Eat well:** Encourage healthy eating for all children. Our menus promote a balanced diet, which helps keep the mouths and teeth of children healthy.

**Drink well:** Water and milk are the only drinks served at the service. Water is readily available at all times.

**Clean well:** Information will be provided to families on good oral hygiene and tooth brushing. Information on teeth brushing technique will be laminated and displayed for all families.

**Play well:** Families and staff will have access to practical information outlining first aid action following damage to young teeth.

**Stay well:** Staff and carers actively promote regular check-ups with a qualified dentist. In addition, families will be provided with information about common dental treatments and practises affecting tooth development (thumb and finger sucking).

*Sourced: Dental Health Services Victoria* [*www.dhsv.org.au*](http://www.dhsv.org.au)

# 30. Food Safety

Vacation Care staff are trained in safe food handling, storage, food preparation and other hygienic practices associated with food handling.

# 31. Wellbeing

## 31.1 Toileting

Children must inform an OSHC staff member when they are going to the toilet. The child must be accompanied by a buddy and notify the staff member upon their return. Children will be encouraged to use the toilet prior to leaving for an excursion.

Parents/guardians must inform the OSHC staff if their child has any individual toileting requirements.

## 31.2 Hand washing

Hand washing occurs at the OSHC service:

* On arrival
* Before eating food
* After toileting
* After blowing noses or coughing

Hand washing occurs regularly to minimise the spread of germs and to promote effective hygienic practices. Educators are always on hand to support and role model this important practice with the children. There are several posters displayed that illustrates effective hand washing techniques. The service also provides hand sanitisers, which we encourage children and families to use, where it is not practical to go to the toilets.

# 32. Behaviour Guidance and Social Justice

For behaviour guidance to be effective, it needs to be both positive and consistent. It is important to identify the behaviour that is unacceptable and not the child. Through the use of positive reinforcement, acceptable behaviours are encouraged in an ongoing manner. Positive reinforcement enables the child to develop a positive sense of achievement and autonomy. Staff support children in a consistent manner by developing and facilitating friendships and relationships, role modelling and supporting interactions, reinforcing consistent limits and encouraging the child to make choices for themselves.

We acknowledge that the display of a range of negative behaviours from children can be a normal reaction when moving through a developmental stage or as a response to coping with change or stress. It is our role in partnership with parents to support children through this stage in a calm and consistent way. It is essential to have open communication with families during this process and to provide access to resources and information that may support families if required.

Rules, boundaries, and guidelines, will be discussed collaboratively with the children and educators, at the beginning of each day. These will be displayed in a positive manner on the wall, for a reminder to children, to ensure every child, enjoys their time at the program.

## 32.1 Bullying and Anti Social Negative Behaviours

Behaviours such as teasing, bullying, discrimination or physically hurting another child will not be tolerated at the OSHC service. The OSHC staff will work to ensure the safety and security of children at all times.

Parents/guardians will be notified of an event involving their child either by telephone by the OSHC staff or on arrival. Staff will at all times maintain confidentiality and will be sensitive during discussions to information that may be heard by others.

Parents/guardians are asked to further discuss the situation with their child at home re-enforcing the OSHC rules and other children’s rights to feel safe and secure.

Children that display ongoing negative behaviours will be required to complete a behaviour plan with their parent/guardian. The behaviour plan will continue for a period of two weeks. All staff will be informed of the strategies of the behaviour plan and will support the child with strategies, positive guidance and re-enforcement.

Ongoing and unresolved negative behaviours and a failure to comply with the behaviour plan may lead to suspension of care at the OSHC.

Effective supervision by staff will serve to minimise negative behaviours.

The children will participate in the development of the OSHC rules of behaviour and the consequences of breaking the OSHC rules of behaviour. Staff support both children through an event and will encourage the child who has physically hurt another child to be involved in the first aid and caring for that person. Staff support the children in a variety of ways depending on their age and developmental level, including verbally acknowledging what happened, the children’s feelings and emotions. In line with the YMCA OSHC policy all injuries and first aid are recorded and the parents notified. Information on a range of behaviours is available at the parent information area.

Positive behaviour guidance will include:

* realistic developmentally appropriate expectations and limits
* developmentally appropriate strategies
* recognition and an understanding of cultural diversity in child rearing practices
* be inclusive, involve collaborative problem solving opportunities
* ensure the child feels empowered to practice positive conflict resolution skills

Behaviour guidance strategies will not include:

* any form of physical, emotional or verbal punishment or neglect
* any punishment which humiliates, frightens or threatens a child including using loud voices
* any punishment that does not respect the child's right to dignity or self respect

# 33. Incursions/Excursions

## 33.1 Incursions

Throughout the programs the educators may organise for visitors to come to the service to provide entertainment or education on a variety of topics for the children. All people other than a parent/guardian coming to the service must possess a valid Working with Children Check and a current Police Record Check. All incursions will be listed on the advertised program for the day.

## 33.2 Excursions

Holiday Programs may include external excursions to local places of interest as well as around the greater Melbourne region.

The minimum staff: child ratios on an excursion under the Education and Care Services National Regulations (2011) will apply. The YMCA OSHC staff team will remain with the children at all times. A staff member will be responsible for taking a first aid kit, mobile phone and family contact details. A staff member will perform head checks and roll calls throughout the duration of the excursion and upon the return to the OSHC program site.

All excursions will be advertised on the program, at the time of enrolment. Each parent/guardian is required to fill in an authorisation form, for their child to attend the excursion, on the day, at the time of signing in.

# 34. Dealing With Complaints

Parents and guardians are encouraged to raise any issues or concerns regarding the care and welfare of their child or with any aspect of the program or service delivery with the relevant staff member in the first instance. Parents and guardians are required to approach the staff member in a calm manner at an appropriate time that does not interfere with the educator’s ability to effectively supervise the remaining children. Parents may be asked to arrange a suitable time to discuss the issue or concern where both parties can address the issues in a confidential manner to discuss effective constructive outcomes.

The Vacation Care Coordinator will be informed by the educator and will be available for advice and clarification of information if required by either the educator or the parent/guardian.

All minor complaints are documented by the relevant educators and discussed with the Children’s Services Coordinator for review. Information on effective outcomes are discussed with the parent by the educator.

All minor complaints or concerns relating to the OSHC operations of the service must be made to the Co-ordinator and will be handled by the Co-ordinator. All complaints to the Co-ordinator may be made verbally or in writing, however the Co-ordinator may request the complaint or concern to be put in writing by the person making the complaint or concern.

All minor complaints or concerns made in writing will be handled by the Co-ordinator and the YMCA Manager consulted. The person submitting the complaint will be invited to attend a meeting to discuss the complaint to assist in the development of effective outcomes.

If the person making a complaint is not satisfied with the outcome, they are encouraged to contact the YMCA Manager. The YMCA Manager will contact the person within 24 hours or when reasonably possible to discuss the complaint.

If the matter remains unresolved a review panel will make the final decision in regards to the complaint or concern.

The review panel will consist of:

* YMCA Regional Development Manager
* YMCA Manager
* The complainant and if required an advocate of their choice
* An impartial parent representative

Parents and guardians are also advised that they are able to discuss complaints or concerns that involve a breach of any of the Education and Care Services National Regulations (2011) with a Regional Children’s Services Advisor on **(03) 9637 2000** or by contacting the Department of Education and Training located at **50 Lonsdale Street, Melbourne,** Victoria or by contacting them on **(03) 9637 2000.**

Where a complaint has been made to the Children’s Services Coordinator by a parent that involves a breach of any of the Education and Care National Regulations (2011) the proprietor is required to notify a Children’s Services Advisor within 48 hours.

Educators will be advised of any outcomes and will be implemented as soon as practical. The outcomes may be provided verbally by the Vacation Care Coordinator in the first instance, then in writing in the staff bulletin which will be further discussed at the next team meeting. Professional development for educators will be provided and further information on the outcomes will be made available to applicable families. Confidentiality will be maintained at all times.

# Communication and Feedback

The YMCA will communicate important and essential information with children, families and the community in a variety of ways. This includes:

* Verbally by telephone or in written format via letter or email
* On enrolment all families are provided with up to date information on the policies and procedures for the effective operation of the service in relation to current laws, regulations and guidelines from various professional bodies
* Information on a variety of topics at the Parent Information Area and on the notice boards. Information will also be available in languages other than English
* Family information nights
* Family Surveys

The YMCA values the input of feedback and suggestions from the children, families and the community, including:

* Completing evaluation forms and surveys when requested
* Program feedback of activities and events
* Completing information forms on your child’s interests and abilities for programme planning purposes
* Suggestions of recipes for menu planning and menu feedback
* Policy and procedure feedback

# Code of Conduct

**General guidelines for interactions**

* **Safety:** Comply with all policies and procedures of the Centre. These are displayed at the Centre. Be aware of emergency evacuation procedures.
* **Ethical conduct**: Always act with respect and dignity and within the best interests of children, their families and users of the centre.
* **Support:** Work in a cooperative and positive manner.
* **Communication:** Use courteous and acceptable verbal and nonverbal language. Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language.
* **Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination.
* **Confidentiality:** Comply with the centre’s *Privacy Policy*. Respect the confidential nature of information gained, or behaviour observed, whilst participating in the program, in relation to other children and adults.
* **Children’s program:** If participating in the program seek guidance and direction from staff. If unsure ask staff for further information. Behaviour guidance of the children is the responsibility of staff, immediately refer any issues or concerns related to managing children’s behaviour to staff.

**The staff are responsible for:**

* Respecting the individual needs, cultural practices, customs language and beliefs of families in all interactions, both verbal and nonverbal.
* Working with colleagues, parents/guardians children to provide an environment that encourages positive interactions and supports constructive feedback.
* Providing guidance to parents/guardians, students and volunteers through positive role modelling and, when appropriate, clear and respectful directions.
* Ensuring practices and procedures are in place to ensure that volunteer parents/guardians, or other adults participating in the program, are not placed in a situation where they are left alone with a child. For example, staff are responsible for assisting with toileting needs.
* Encourage families to share their knowledge of their child with us as the caregiver. In turn staff must reciprocate by sharing their knowledge of children with parents so that there is mutual growth and understanding in ways that benefit the child
* strive to develop positive relationships that are based on mutual trust and open communication
* at all times maintain confidentiality and respect the families' right to privacy
* Assist each family to develop a sense of belonging to the services in which their child participates.
* The YMCA encourages regular communication between staff and families. Staff are to maintain professional communication to families at all times i.e. discussion/comments should be child or centre focused.
* Families are encouraged to discuss their child's development and Centre operations with staff.
* Informal information sharing and general enquiries are welcome at most times; should these discussions become lengthy staff may arrange an appointment outside the session time. Staff must be able to observe and supervise the children at all times. Families who wish to discuss their child's progress and/or the centre's operations in detail should make an appointment with the teacher and/or Centre Co-ordinator. Staff may also request meetings with parents regarding their child's needs and progress.

**YMCA Commitment to Social Inclusion**

*“Honesty, Caring, Respect and Responsibility”*

The YMCA values the individual worth, uniqueness and diversity of all people. We seek to remove barriers to participation in programs and activities that will enable all people to meet their full potential, and experience meaningful involvement in the YMCA Movement and the community, according to the Mission statement and values of YMCAs in Australia

Our commitment to social inclusion will be achieved by our Member Associations through:

* Striving to remove any barriers to full participation in community life. *These barriers may be social, economic, attitudinal, cultural, geographic or political.*
* *S*upporting and fostering active citizenship. In particular w*e are committed to fostering a spirit of volunteering and local governance.*
* Enhancing people’s rights, access and opportunities. *The principles of Access and Inclusion are an important element of Social Inclusion.*
* Advocating for the rights of all people in our communities. *The YMCA is uniquely placed to use its relationships to influence decision makers on behalf of those less able to express their views and needs.*

Sleep and Rest Policy –

* The Safe Sleep and Rest in Children’s Programs procedure accompanies the overarching policy and provides the necessary guidance for YMCA Victoria and its employees to ensure children’s sleep and rest requirements are supported while they are attending our services. This procedure follows recommendations from the nationally recognised authority Red Nose (formerly SIDS and Kids), which provides current evidence-based principles and guidelines on safe sleep and rest practices for children.
* Before and After School Services and Holiday Programs which cater for school aged children, provide quiet and restful environments for rest and relaxation periods. These environments are within observation range for educators to closely supervise children.
* Services recognise the individual needs of each child and different values and parenting beliefs, cultural or otherwise, associated with sleep and rest