

# Thorndon Park Primary School

## OSHC Information Pack 2022

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### Welcome!

We believe that Thorndon Park Primary School Out of School Hours Care is a valuable and integral part of Thorndon Park Primary School and the local community. We enable children to develop secure and respectful relationships, as well as establish and build on life skills. Educators work in partnership with children, families and the community to provide ongoing learning experiences. Your children are amazing individuals and we strive to meet their needs in a nurturing and stimulating environment. We incorporate the principles, practices and outcomes from the My Time, Our Place framework to make it the best possible experience for your child. We look forward to meeting you and your child/ren and involving them in our program.

### Operating Hours

Monday to Friday

Before School Care 7:15am – 8:30am

After School Care 3:10pm – 6:00pm

Early Dismissal 2:10pm – 6:00pm

Pupil Free Day 7:15am – 6:00pm

Vacation Care 7:15am – 6:00pm

TPPS OSHC is closed on all Public Holidays and for 2 weeks over the Christmas and New Year period.

### Access

Our service only accepts enrolments of children who attend primary school. Preschool children can only attend Vacation Care as of the January school holidays in the year they begin school. If the demand for places exceeds availability, priority of access will be given to families in accordance with the Commonwealth Government Priority of Access Guidelines listed below.

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies or of parents who both satisfy, the work, training, study test, under section 14 *A New Tax System (Family Assistance) Act 1999*

Priority 3 – any other child

### Policies and Risk Assessments

All service policies and Risk Assessments are located under our sign in desk and available for you to read at any time. For more information, please ask an educator.

## **Fees and Payment**

Before School Care	\$13.00 per session (includes breakfast)
After School Care	\$25.00 per session (includes afternoon tea)
Early Dismissal	\$28.00 per session (includes afternoon tea)
Pupil Free Day	\$59.00 per day (includes afternoon tea)
Vacation Care	\$59.00 per day (includes afternoon tea)

Please note; the above fees do not include any Child Care Subsidy you may be entitled to. Please contact the Families Assistance Office for further information and eligibility on 136 150.

Accounts are distributed weekly and fees are payable within 7 days from the date on the statement. Failure to pay fees may lead to care being withdrawn. The Director must be notified if difficulties arise with payment of fees.

Payments can be made using Qkr, credit card, BPoint or cash.

## **Penalty Fees**

If a booking for After School Care is not cancelled by 12pm on the day of care, the full fee will apply.

If a booking for Before School Care is not cancelled by 6pm the day before care, the full fee will apply.

If a booking for Vacation Care is not cancelled by the Friday of week 9 the full fee will apply.

If a medical certificate can be presented, all fees will be waived.

Late collection of children after 6pm will incur a fee of \$2.00 per minute, per child.

Debt collection may be sought for all late or non-payment of fees.

The Service's Fees Policy is attached.

## **Bookings**

Bookings for Before and After School Care and Pupil Free Days can be made via email, text, phone call or in person.

Bookings for Vacation Care can be made by filling in the Booking Forms (attached to the program) and paying a \$10 per child, per day deposit. The Vacation Care program and booking forms become available 5 weeks before the Vacation Care period begins.

## **Delivery and Collection of Children**

Please ensure that you complete the relevant section in the Thorndon Park Primary School OSHC Enrolment Forms regarding persons who are authorised to collect your child. We are legally required to have this information in our records.

At drop off, all children *must be signed in* on the roll provided. This is a licensing requirement and is also used as an opportunity for parent/educator interaction.

Similarly, licensing requirements stipulate that the adult collecting the child/ren from the service *must sign them out* on the roll; indicating the time of departure and ensuring educators are aware of children leaving the Service.

Only the people specified on the enrolment forms are allowed to collect children from the Service. Please ensure that you nominate every possibility on the 'people authorised to collect your child/ren' section on the enrolment form. If your child/ren are going to be collected by someone other than those nominated on the

enrolment form, educators need to be notified (preferably in writing). In such instances, the nominated person will be required to provide proof of identification.

### **Communication with Parents**

We regard the participation between parents and our service as vital to the wellbeing and learning of your child and, as such, enjoy sharing information about your child's involvement in the program. The educators value your input and feedback on the service we provide your family.

We welcome all suggestions that contribute towards our continuous improvement plan. You can share your ideas, resources, time or thoughts with us by:

- Filling in our surveys -
- Using our suggestion box -
- Attending Advisor Committee Meetings -
- Casual conversations with educators
- Sharing skills and interests
- Donating resources such as recycling, books, fabric and wool

### **Confidentiality**

Thorndon Park Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those who need the information to fulfil their responsibilities at the Service or have the legal right to know.

### **Illness and Accidents**

In cases of infectious disease, children will not be allowed to attend the service. If you are unsure of exclusion details, please refer to the 5<sup>th</sup> Edition of Staying Healthy which is located under our sign in desk or see an educator.

If your child is unwell it is recommended to keep them home until they are able to safely and happily engage in the program and with other children.

If your child becomes unwell during the course of a session the parent / caregiver will be contacted, the child will be cared and comforted until the parent/caregiver or emergency contact arrives.

In the event of an accident while at OSHC, educators will provide first aid. If the injury or illness is of a serious nature, educators will seek medical assistance or call an ambulance as they see necessary and parents/caregivers will be contacted. The Service's First Aid Policy may be viewed at any time for further information.

### **Medication**

Any prescribed medication needs to be given to an educator and the parent must make a record on the Medication Day Sheet. If this sheet is not completely filled in, we cannot administer the medication. Medication must be in its original container and state the child's name and dosage amount.

### **Allergies**

We are an allergy aware and *nut free* service. Please ensure that we have been advised of any allergies your child/ren may have and that we have the correct medication on hand when your child is present at the service.

### **Sun Safety**

All children are required to wear a sun safe hat and sunscreen when outdoors during terms 1 and 4 and whenever the UV levels reach 3 or above. Please make sure all hats are clearly labelled. If your child/ren have a sunscreen allergy, please discuss sun safe strategies with us or provide an appropriate sunscreen for them to use. Clothing must also be sun smart – no singlets or tank tops. Please refer to our Physical Environment Policy for further information.

## **Behaviour Management**

Our behaviour management is based on encouragement, support, trust and respect and is in accordance with the school's policy. We adopt a firm but fair approach and we do not allow students with inappropriate behaviours to interfere with the play, learning and safety of others. The Service's Behaviour Management Policy may be viewed at any time for further information.

## **Educators**

Our educators are caring, supportive and inclusive in their interactions with the children, families and each other. Educators aim to enhance your children's learning and development and ensure their safety and wellbeing. They strive to achieve and maintain a high quality standard by developing an exciting and stimulating age appropriate program.

Professional educators are essential to Thorndon Park Primary School OSHC. We comply with the National Quality Framework when appointing educators and meet staff to child ratios. At the centre our ratio is 2:30 and 1:15 thereafter and on excursions we follow a 1:8 ratio unless stated otherwise on the risk assessment.

All our educators have the appropriate qualifications that are required by legislation. This includes a successful criminal history clearance, reporting abuse and neglect training, first aid and asthma and anaphylaxis training.

## **Grievances**

Thorndon Park Primary School OSHC is keen to address and resolve any grievances efficiently and agreeably for all concerned. Grievances should be addressed in the following manner:

1. Verbally – in person or by phone
2. In writing – via email or mail
3. Feedback forms
4. An appointment with the Director

All complaints are to be directed to the Director. Unless the Director is unavailable or discussions are unsatisfactory to you, your complaint can be directed to the Governing Council via the Advisory Committee or Principal.

## **Food**

We aim to provide healthy everyday food, low in fats and sugar, with only occasionally offering 'treats'. A simple breakfast is provided during Before School Care (not provided during vacation care or on pupil free days) between 7:15am and 8:15am which includes a variety of cereals and milk, wholemeal bread and raisin toast and spreads. Occasionally we will also have yoghurt, crumpets or English muffins.

Each afternoon we provide the children with fresh fruit, multigrain crackers and a 'special' food. Please notify educators if your child has an allergy or any special dietary requirements and we will try our best to accommodate them. All children are encouraged to be involved in the meal planning and preparation.

If providing your own snacks for your child/ren please remember we are a nut free service.

## **Facilities, Activities and Programing**

We are located in the school's Bradman Gym. Monday to Thursday we set aside some time between 3:30 and 4:00pm for children to complete their homework. If you wish your child/ren to do their homework at OSHC please see an educator and have their name added to our Homework Club List. There is a regular program for scheduled activities where children are provided with different opportunities to extend their learning in a play based setting. We follow the My Time, Our Place Framework and incorporate the learning outcomes in our everyday program (please see below for our Learning Outcome Key). We aim for children to have a strong sense of their identities and their wellbeing whilst allowing for effective communication during their time in our service. Our activities promote this and allow children to feel connected to the community whilst contributing to their world as well as being confident and involved learners. No child is forced to participate in any activity and we also offer a range of books, toy and games that the children can access at

their own leisure. All children are encouraged to have a say about the weekly program and menu and offer their suggestions and ideas.

### ***My Time, Our Place Learning Outcomes Key***

<b>Key</b>	<b>Outcomes</b>
♥ 1	<b>Children have a strong sense of identity</b>
♥ 2	<b>Children are connected with and contribute to their world</b>
♥ 3	<b>Children have a strong sense of wellbeing</b>
♥ 4	<b>Children are confident and involved learners</b>
♥ 5	<b>Children are effective communicators</b>



## **Thorndon Park Primary School OSHC**

### **Vision**

Our vision is to offer a safe, friendly and inclusive environment where children can develop their identity and well-being by nurturing positive relationships and promoting cooperative and collaborative behaviour.

### **Philosophy**

We believe that Thorndon Park Out of School Hours Care is a valuable and integral part of Thorndon Park Primary School and the local community. It is a time and place where children can develop secure and respectful relationships and life skills. Educators work in partnerships with children, families and the community to provide ongoing learning experiences and sustainable educational practices in an inclusive environment reflecting the principles, practices and outcomes of the My Time, Our Place framework. Thorndon Park Primary School OSHC supports and incorporates the school values of Respect, Creativity, Excellence, and Resilience and use this in our planning and day-to-day running of the service.

### **Aim**

Our Out of School Hours Care service aims to provide high quality recreational care for all primary school aged children that reflects, respects and nurtures their individual needs and abilities.

### **Objectives**

To support our philosophy and vision and reach our goals we will ensure that the OSHC service is safe, sustainable, stimulating, and caring by providing:

- Appropriate supervision
- A welcoming, calming, and inclusive learning and play space
- A range of challenging, rewarding, relaxing, and alternative activities which have been planned in consultation with the children and their families
- Opportunities for children to explore their natural environment and educate them about environmental sustainability
- Opportunities for children to develop life skills such as negotiation, communication, independence, resilience, and decision making

We will promote communication and social interactions by:

- Prompting group activities while recognising individual needs
- Encouraging children to listen and respect the opinions and feelings of others
- Role modelling responsible behaviours and positive interactions and supporting appropriate children's choices
- Encouraging children to respect the values and cultural differences of others
- Encouraging children to create and follow a set of rules for the service

We will employ appropriately qualified and skilled educators who:

- Are caring and supportive in their interactions with the children and families

- Have the ability to develop, in consultation with children and families, exciting and stimulating age-appropriate activities
- Continually develop their professional skills
- Participate in reflective evaluation to support children in their learning and well being

We will ensure equal opportunity principles are an integral part of the service’s daily programs and routines by:

- Encouraging all parents to participate in the service
- Respecting all families’ rights to have input in decision making
- Endeavouring to make responsible decisions about income, expenditure and quality
- Being accountable and clear in all management, financial and administrative matters
- Programs will be culturally inclusive and will include activities which value diversity of culture, gender, roles, ability/disability and/or impairment
- Taking into account individual differences in language, attitudes, abilities and expectations in the activities provided for all children and possibly accessing Inclusion Support for those who require extra support

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Reviewed: February 2021**

**Date for next review: February 2022**

## Fees Policy

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### NQF

QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
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### Aim

Parents fully understand fee payment procedures and requirements, and pay their child care fees on time.

### Related Policies

Enrolment Policy  
 Orientation for Children Policy  
 Privacy and Confidentiality Policy

### Implementation

#### Fees

Our child care fees are outlined in our fee schedule which is available from our administration area. Please note our fees may change from time to time. Fees must be paid on time and within 7 days from the date on the statement.

**Current Fee Prices:**

Before School Care	\$13.00 per child, per session
After School Care	\$25.00 per child, per session
Early Finish (end of term)	\$28.00 per child, per session
Vacation Care/Pupil Free Days	\$59.00 per child, per session

We will advise eligible families if we can access any Government funding which may reduce the fees they're required to pay.

Thorndon Park Primary School OSHC is closed on all Public Holidays and for 2 weeks over the Christmas and New Year period.

Please note our fees may change from time to time. We will notify families in writing at least 14 days before we change our fees or the way in which we collect them.

**Payment Options**

Fees must be paid on time weekly by cash, credit card, direct deposit (Debit Success) using BPpoint or through the QKR app

Fees may also be payable during any period when the service closes in response to a local emergency eg fire, flood. Potential emergencies which may affect our service are considered in our service risk assessment for potential emergencies, and covered in our emergency response procedures (refer Emergency Management and Evacuation Policy.)

**Vacation Care Deposit**

A non-refundable booking deposit of \$50 per child is required at the time of booking to secure a place during the vacation care program. The deposit will be deducted from the account once care has been used.

**Cancellations**

Families should tell the service of their child's inability to attend as soon as possible. Failure to cancel before school sessions by 9am the day before and after school sessions by 12pm the day before will result in charges being applied.

Vacation Care cancellations must be made 1 week before the school holidays begin. Please refer to the table below outlining cancellation days.

<b>Cancellations for Vacation Care</b>	
Term 1	Friday of week 10
Term 2	Friday of week 9
Term 3	Friday of week 9
Term 4	Friday of week 8

If families can provide the service with a medical certificate for the child's absence, non-cancellation charges will be waived. This also applies to children who are sent home sick from school during the day.

**Child Care Subsidy**

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. Combined family income is used to determine the subsidy percentage. Income thresholds change each financial year. Current thresholds are available from the Department of Human Services website. See [servicesaustralia.gov.au/](http://servicesaustralia.gov.au/). See 'Activity Level and Subsidised Care.'

<b>Hours of activity per fortnight</b>	<b>Maximum number of hours of subsidy per fortnight</b>
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8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity.

**There are exemptions for parents who legitimately cannot meet the activity test requirements.**

Low-income families who do not meet the activity test can access 24 hours of subsidised care per fortnight under the Child Care Safety Net. Families who do not meet the activity test but have a preschool-age child attending preschool are eligible for 36 hours of subsidised care per fortnight.

People with disability or impairment, including those who receive Disability Support Pension or an invalidity service pension or who have been diagnosed by a registered medical practitioner or clinical psychologist as impaired to a significant degree may be exempt from the activity test.

Families who need more than their available hours of subsidised care per fortnight due to exceptional circumstances can also apply to Centrelink for additional hours.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children’s safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a claim. If eligible, the Subsidy will be paid directly to the service on families’ behalf and we will reduce the fees owed. This can occur after our service enters families’ enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Child Care Subsidy may not be paid by the Government in certain situations and families will be required to pay full fees for the period involved. These include:

- non-attendance for 14 weeks in a row
- for any days before a child attends the service for the first time.
- for any days in the final attendance period after a child last physically attends the service.

**Absences**

Families are entitled to receive Child Care Subsidy for up to 52 days where their child is absent, for example due to illness, public holidays, local emergencies and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlined in the Family Assistance Law and there is evidence to support these.

**Statements of Entitlement**

We will issue weekly Statements which include child/children’s full name/s, date of care, date of payment, daily and weekly hours of care, absences, hourly fees and hourly and daily fee totals and the number of hours fees were reduced (eg by Child Care Subsidy) and total reduction amount. (Parents’ My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

**Invoices**

Invoices for the amount of fees payable in a period will be issued every week. If families pay more than the fee amount required at the time, change will not be given but will be credited to the family’s account.



## Receipts

Families will be provided with receipts once invoices have been paid.

## Late Fees

Families who do not collect their child before 6pm may be charged a late fee of \$2 for every 1 minutes they arrive past our closing time. This fee covers the cost of employing the staff required to supervise a child outside our operating hours. It may be waived at the discretion of the Nominated Supervisor.

## Termination/ Cancellations

Should families wish to end a permanent booking at the service, 2 weeks written notice is required. If families do not provide this notice, they will be charged 2 weeks' fees. The Nominated Supervisor may also suspend or terminate a child's enrolment after providing 2 weeks' notice, unless they believe the child's behaviour poses an unacceptable risk to the welfare and safety of other children and educators, in which case no notice period is required. Please note children must be signed in and out by parents/guardians on the last scheduled day of their attendance for the Child Care Subsidy to apply. If this does not occur families are required to pay full fees.

In relation to casual bookings, families should tell the service of their child's inability to attend as soon as possible.

**Failure to cancel before school sessions by 6pm the night before and after school sessions by 12pm on the day of care will result in charges being applied.** There may be instances where cancellation occurs as a result of an emergency or other special circumstance. The Nominated Supervisor has the discretion to waive the termination fee in these situations.

## Overdue Fees

The Nominated Supervisor will issue a **Friendly Fee Reminder** letter to any family who is one week late paying their fees. **If families are having difficulty making fee payments they should immediately speak with the approved provider or nominated supervisor to discuss fee payment arrangements.** Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- bond payments will be applied to outstanding debt amounts and
- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, the Nominated Supervisor may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.

## Sources

**Bryant, L. (2009). Managing a Child Care Service : A Hands-On Guide for Service Providers. Sydney: Community Child Care Co-Operative.**

**Education and Care Services National Law and Regulations**

**Family Assistance Law**

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Family Members
- Interested parties

Reviewed: November 2021

Date for next review: November 2022

## Administration of Authorised Medication Policy

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### NQS

QA2	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented.
	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

### National Regulations

Regs	90	Medical conditions policy
	91	Medical conditions policy to be provided to parents
	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement - anaphylaxis or asthma emergency
	95	Procedure for administration of medication
	96	Self-administration of medication

### My Time, Our Place

LO3	Children take increasing responsibility for their own health and physical wellbeing
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### Aim

Our Service and our educators will only administer medication to a child if it is authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the service.

### Related Policies

Acceptance and Refusal of Authorisations Policy

Emergency Service Contact Policy

Enrolment Policy

Incident, Injury, Trauma and Illness Policy

Medical Conditions Policy

# Implementation

Our service and educators will only administer medication to children if it is authorised by parents or another person as authorised on the enrolment form. If there is a medical emergency, we will also administer medication when authorised verbally by a parent or another authorised person, medical practitioner or an emergency service, however we may administer medication during an asthma or anaphylaxis emergency without first receiving authorisation.

Medication under the Regulations includes medication covered by the Therapeutic Goods Act 1989. Therapeutic goods include those for therapeutic use to:

- prevent, diagnose, cure or alleviate a disease, ailment, defect or injury
- influence, inhibit or modify a physiological process.

This covers products like sunscreen and insect repellent.

The Nominated Supervisor will ensure:

- a copy of this policy is provided to parents when they enrol their child
- children's medication is regularly audited to ensure it has not expired, and is in the original container with legible labels
- training is provided for educators as required including in the administration of emergency medication like EpiPens and asthma inhalers, and where there are special requirements for administering medication eg nebulisers.

## **Administration of Medication (non-emergency)**

Educators will administer medication to a child if it complies with our policy requirements and:

1. if the medication is authorised in writing by a parent or another authorised person and
  - is the original container
  - has not expired
  - has an original label and instructions that can be clearly read and, if prescribed by a doctor has the child's name
  - is administered in accordance with any instructions on the label or from the doctor.
2. after the child's identity and the dosage of the medication is checked by an educator who is not administering the medication. This educator will witness the administration of the medication.

## **Over-the-Counter Pain Relief Medication eg Panadol**

We do not accept written or verbal authorisations to administer Over-the-Counter pain relief medication like Panadol, Nurofen, Ibuprofen and paracetamol unless it has been prescribed by a medical practitioner, or authorised verbally in an emergency as outlined below. Pain relief medication may mask the symptoms of serious illnesses and our educators are not qualified medical professionals.

Anyone delivering a child to the service must not leave medication in the child's bag or locker. Medication must be given directly to an educator on arrival for appropriate storage. Auto injection devices (eg EpiPens) and asthma puffers will be stored up high in rooms so they are inaccessible to children. All other medication will be stored in accordance with the storage instructions on the medication in a locked labelled container in a cabinet or fridge. Non-refrigerated medication will be kept away from direct sources of heat.

## **Self-Administration of Medication by Children over Preschool Age**

Our service permits children over preschool age to self-administer medication if this is authorised by the child's parent or another authorised person. This information will be detailed in the child's Medical Management Plan and Medical Conditions Risk Minimisation Plan if appropriate. The child's medication will be stored in a secure area which other children cannot access it.

When the medication is due to be administered:

- educators will advise child to take their medication
- educators will supervise child administering the medication
- educators will complete a medication record

#### **Administration of Medication in emergencies other than Anaphylaxis or Asthma emergencies**

1. Educators will administer medication to a child in an emergency:
  - if a parent or another authorised person verbally authorises the administration of the medication or
  - they receive verbal authorisation from a registered medical practitioner or emergency service if the parent or authorised person cannot be contacted.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent/guardian, and provide written notice to the parent/guardian, as soon as possible.
4. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

Educators will not administer medication if parents or authorised persons provide verbal authorisation in circumstances that are not emergencies. If educators are unsure whether they should be administering a medication in an emergency after receiving verbal authorisation from a parent or authorised person, educators will obtain authorisation from a registered medical practitioner or emergency service.

#### **Administration of Medication during Anaphylaxis or Asthma Emergencies**

1. Educators may administer medication to a child in an anaphylaxis or asthma emergency without authorisation.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent/guardian and the emergency services as soon as possible.
4. The Nominated Supervisor will advise the child's parent/guardian in writing as soon as possible.
5. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

#### **Medication Record**

Educators will complete a Medication Record with the name of the child which:

- contains the authorisation to administer medication or for the child to self-administer the medication
- details the name of the medication, the dose to be administered and how it will be administered, the time and date it was last administered, and the time and date or circumstances when it should be administered next
- if medication is administered to a child (including during an emergency), details the dosage that is administered and how it is administered, the time and date it is administered, the name and signature of the person that administered it, and the name and signature of the person that checked the child's identity and dosage before it was administered and witnessed the administration.
- if medication is administered by a child that is authorised to self-administer medication, details the dosage the child took and how, and the time and date it was taken.

We will use the Medication Record template published by the national authority ACECQA [www.acecqa.gov.au](http://www.acecqa.gov.au)

If required, we will adapt this Medication Record template to record the self-administration of medication for authorised children over pre-school age (eg in the "name and signature of educator administering medication" columns put N/A for not applicable).

## **Sources**

**Education and Care Services National Law and Regulations**

**National Quality Standard**

**My Time Our Place**

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: October 2021

Date for next review: October 2022

## Delivery and Collection of Children Policy

### NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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## National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

### Aim

To ensure the safety and wellbeing of children at all times.

## Related Policies

Acceptance and Refusal of Authorisations Policy

Child protection Policy

Enrolment Policy

Excursion Policy

Family Law and Access Policy

Fees Policy

Incident, Injury, Trauma and Illness Policy

Infectious Disease Policy

Transport Policy

## Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children. Educators and staff will also remind parents/guardians of the dangers of leaving other children unattended in vehicles and encourage them to bring those children with them when dropping off or collecting a child enrolled at the service.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

### Arrival:

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator.
- An educator will greet and receive each child to ensure the child is cared for at all times.

- Educators will assess the health and wellbeing of each child. Children who are unwell, including those who have symptoms of an infectious disease, or an injury which prevents them from participating in activities, or an injury which a doctor has or would likely say means the child must be excluded from care (eg a head injury) will not be permitted to attend until a letter of clearance is provided by a doctor
- A locker or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.

#### **Departure:**

- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity they will be unable to release the child into that person's care

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
  - discuss their concerns with the parent, if possible without the child being present
  - suggest they contact another parent or authorised nominee to collect the child
  - inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
  - (again) attempt to contact the parents or other authorised nominees
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or the Department for Child Protection
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or the Department for Child Protection for guidance on the appropriate action to take.

- At the end of each day educators will check all beds/rest areas and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded
- take steps to account for any child they expect to collect after school who is not present by ascertaining from the school office and/or classroom teacher whether the child attended that day, what their movements were after school eg whether they were they collected by a parent, phoning parents if child missing, and phoning the police if child not with parents and can't be accounted for.

## Sources

**Education and Care Services National Regulations 2011**

**My Time Our Place**

**National Quality Standard**

**Work Health and Safety Act 2012**

**Work Health and Safety Regulation 2012**

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Reviewed: October 2021**

**Date for next review: October 2022**

## Rest, Relaxation and Clothing Policy

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### NQS

QA2	2.1.1	Wellbeing and comfort - Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented
	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	3.1.1	Fit for purpose - Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child
	3.1.2	Upkeep - Premises, furniture and equipment are safe, clean and well maintained
	6.1.2	Parent views are respected - The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
	6.1.3	Families are supported - Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
	7.1.3	Roles and responsibilities - Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

### National Law



Section	165	Offence to inadequately supervise children
	167	Offence relating to protection of children from harm and hazards

## National Regulations

Regs	81	Sleep and Rest
	82	Tobacco, drug and alcohol-free environment
	103	Premises, furniture and equipment to be safe, clean and in good repair
	105	Furniture, materials and equipment
	106	Laundry and hygiene facilities
	110	Ventilation and natural light
	168(2)(a)(v)	Education and Care Services must have policies and procedures relating to sleep and rest for children

## MTOP

LO3	Children take increasing responsibility for their own health and wellbeing
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## Aim

Our Service aims to meet each child's needs for rest and relaxation in a safe and caring manner that takes into consideration the preferences and practices of each child's family.

## Related Policies

Enrolment Policy

Health, Hygiene and Safe Food Policy

Medical Conditions Policy

Physical Environment Policy

Staffing Arrangements Policy

Tobacco, Drug and Alcohol Policy

## Implementation

The Nominated Supervisor will ensure:

- there is a comfortable and calm environment available for children to engage in rest and quiet activities or experiences.
- resting children are adequately supervised and educator to child ratios are maintained at all times children are resting.
- a copy of this policy is provided to parents at enrolment.

The Nominated Supervisor will ensure educators, staff and volunteers:

- provide a range of active and restful experiences and environments and support children to make appropriate decisions regarding participation. Educators will consider the activities that children have participated in at school.
- accommodate each child's and family's preferences for rest and clothing to the extent they are consistent with our policies and requirements. This includes preferences related to a child's social and cultural heritage.

- communicate with parents about their child's routines at the service and at home.
- monitor the temperature of the rest environment to ensure it is comfortable without becoming too hot or cold.
- work with children to develop their understanding of the benefits of rest and relaxation. Children will be encouraged to communicate their needs and to make appropriate decisions.
- negotiate the need for rest and relaxation with children. Children will be encouraged to have input into the rules and routines that facilitate the rest and relaxation requirements of all children at the service.
- group children in a way that minimises overcrowding.
- respect the privacy needs of each child during times when they are dressing, using the toilet facilities or for personal hygiene needs.

### **Children's Clothing**

Educators, staff and volunteers will discuss with parents the need for children to be dressed in clothes that:

- are suitable for the weather i.e. loose and cool in summer to prevent overheating and warm enough for cold weather including outdoor play in winter.
- protect them from the sun during outdoor play (refer Sun Protection Policy).
- allow children to explore and play freely.
- can get dirty when children play and engage in Service activities.
- include appropriate footwear so children can play comfortably and safely. i.e. thongs, clogs or backless shoes have a trip factor and do not allow children to use equipment safely.
- are clearly labelled with the child's name.

Educators, staff and volunteers will:

- ensure children are protected from the sun during outdoor activities in accordance with the Sun Protection Policy.
- monitor children to ensure they are appropriately dressed for all weather, play experiences and rest.
- provide clean and appropriate spare clothing to children if needed.
- encourage children to use aprons for messy play and art experiences to protect their clothing.

## **Sources**

**Education and Care Services National Law and Regulations**

**National Quality Standard**

**My Time Our Place**

**Work Health and Safety Act 2012**

**Work Health and Safety Regulations 2012**

## **Review**

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Last reviewed: October 2021**

**Date for next review: October 2022**

## **POLICY STATEMENT ON HOMEWORK**

Thorndon Park OSHC Service aims to provide an environment in which children may do their homework. While we encourage homework to be completed we cannot force children to do it and the responsibility lies with the child and families.

**HOW POLICY WILL BE IMPLEMENTED:**

- Families may request educators to remind children to do their homework by placing the child's name on the homework club list
- Once reminded it is the child/ren's responsibility to follow through on this request
- Where possible a quiet area will be made available
- Educators are willing to assist only when time and resources permit