

Saint Joseph's



After School and Vacation Care

(As of 1st January 2019)

Parent / Carer Handbook

Contents

1. Contact details

2. The Service

- 2.1 Introduction
- 2.2 Service Philosophy
- 2.3 Service Aims
- 2.4 Hours of Operation
- 2.5 Parent responsibilities
- 2.6 Priority of Access (Service Access Policy)
- 2.7 Policies and Procedures

3. Caring for your child

- 3.1 Activities
- 3.2 Attendance
- 3.3 Behaviour/ rules
- 3.4 Bookings
- 3.5 Child Protection
- 3.6 Clothing
- 3.7 Communication
- 3.8 Concerns, complaints and suggestions
- 3.9 Confidentiality
- 3.10 Custody
- 3.11 Damage to equipment or facilities
- 3.12 Enrolments
- 3.13 Excursions
- 3.14 Facilities and equipment
- 3.15 Fees
- 3.16 Health and Safety
 - 3.16.1. Animals
 - 3.16.2. Building maintenance, cleanliness and repairs
 - 3.16.3. Drinking Water
 - 3.16.4. Emergency procedures/ fire drills
 - 3.16.5. First Aid Facilities and qualifications
 - 3.16.6. Food
 - 3.16.7. Health of educators and children
 - 3.16.8. Illness and Accidents
 - 3.16.9. Infectious Diseases
 - 3.16.10. Medication
 - 3.16.11. Pools
 - 3.16.12. Telephone Facilities
 - 3.16.13. Transport
- 3.17 Homework
- 3.18 Personal effects
- 3.19 Respect for Children
- 3.20 Staffing
 - 3.20.1. Staff / child ratios
 - 3.20.2. Educator qualifications/ training
 - 3.20.3. Fit and proper persons.
- 3.21 Videos, movies and electronic games

4. Important contact numbers

5. Appendix

- 5.1 Management of Complaints Policy
- 5.2 Confidentiality/ Privacy Policy
- 5.3 Nutrition Policy
- 5.4 Lunchbox checklist for Vacation Care

1. Contact Details

Saint Joseph's After School and Vacation Care

36 Kemp Street
West Kempsey,
NSW, 2440



PO Box 3150
West Kempsey,
NSW, 2440

Phone: 0407 406 433

Fax: 02 6562 1371

Service Email: kmpp-ooshvc@lism.catholic.edu.au

Provider name: The Trustees of the Roman Catholic Church for the Diocese of Lismore.

Provider approval: PR-00004339

Service name: Saint Joseph's After School and Vacation Care

Service approval: SE- 00011892

Nominated supervisor: Mrs Krystal Brady

Prescribed class: St Joseph's Primary School Assistant Principal

Phone: 6562 5501

Fax: 02 6562 1371

Regulatory Authority: NSW Early Childhood Education Directorate, Department of Education

Address: Locked Bag 5107
PARRAMATTA, NSW, 2124

Website: www.det.nsw.edu.au Email: ececd@det.nsw.edu.au

Phone: 1800 619 113 (toll free) Fax: (02) 8633 1810

Coordinator: Mrs Linda Lewthwaite

Phone: 0407 406 433

Email: llewthwaite@lism.catholic.edu.au

Hours of operation:

After School Care	3.10pm – 5.45pm
Vacation Care	8am – 5.45pm
Pupil Free Days	8am – 5.45pm
Public Holidays	Closed



Fees (before Child Care Benefit reductions)

- Booking Fee \$50 – payable before care commences (after school or vacation care)
- After School Care (including afternoon tea) - \$17 per session
- Vacation Care and Pupil Free Days - \$43 full day
- Vacation Care and Pupil Free Days - \$30 half day – morning or afternoon
- (Additional fees are charged for some activities on Vacation Care or Pupil Free Days – these are shown on the booking/ program sheet)
- The Service is closed between Christmas and New Year
- Late Fee - \$15 for every 15 mins (or part thereof) after 5.45pm

2. The Service

2.1 Introduction

Saint Joseph's After School and Vacation Care (ASVC) welcomes you to our service offering after school care and vacation care.

The Saint Joseph's After School and Vacation Care service provides:

- Continuity of St Joseph's School philosophy and safety
- An environment that focuses on fun
- Creative, stimulating and physical activities
- Support for busy families with homework and the home reading program
- Qualified educators supporting your families' needs.

2.2 Service Philosophy

- The Saint Joseph's After School and Vacation Care Service provides a high quality, safe, happy, fun, sustainable and inclusive environment free from discrimination that encourages a sense of belonging and meets the needs of children, families and the community.
- We believe all children are unique and we promote individuality and respect in our program to support children's learning, interests, rights and voices. We encourage children to develop responsibility in caring for each other and their environment and cultivate teamwork to become a valued member of our community.
- Our service continually reflects on practice, procedures and provides opportunities for improvement and change through effective communication with our children, families and community.
- Being part of the Catholic community we encourage Catholic values and beliefs whilst respecting and including other beliefs, culture and values of our community.

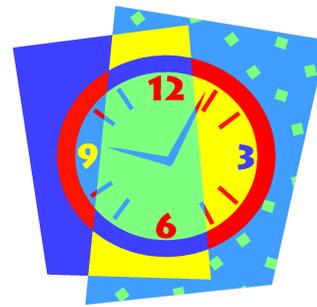
2.3 Service Aims

The ASVC program aims to:

- Provide a high quality child care service for the families of children attending primary schools.
- Provide enjoyable recreational and educational activities in a safe and comfortable environment.
- Offer the program to all children equally without discrimination of race, culture, ethnicity, or disability.
- Provide activities designed to suit a range of age groups.
- Provide a fee schedule which is affordable to all families.
- Continually improve the quality of the service and evaluate its ability to meet the needs of families by ensuring efficient communication between families and program educators.

2.4 Hours of Operation

- **After School Care**
 - 3.10 pm – 5.45 pm
- **Vacation Care / Pupil Free Days**
 - 8 am – 5.45 pm
- **Closed Public Holidays**



2.5 Parent Responsibilities

The policies and procedures outlined in this handbook take into account the Education and Care Services National Law and the Education and Care Services National Regulations 2011, together with St Joseph's After School and Vacation Care Policies (a copy is available for perusal at the sign in desk) and guidelines. St Joseph's After School and Vacation Care (ASVC) hope parents will support the service and help ensure the safety and well being of children and the quality and efficiency of the program by adhering to the policies and procedures outlined.

In particular please remember to:

- Sign your child/ children out of the program each day and inform the supervising educators that your children are leaving.
- Ensure an enrolment form is completed and handed to the coordinator before your child / children commence the program.
- Ensure enrolments are updated as changes occur (update details form) – especially contact details and the child's medical history.

- Advise the ASVC educators in writing of alternative pick up arrangements not listed on the enrolment form.
- Complete a separate vacation care booking form for each vacation care period.
- Give the educators as much notice as possible if you need to cancel or change your booking.
- Make it clear to your child / children, before school, whether they should attend after school care and stress that should they ever forget or feel uncertain about their attendance they should check with the coordinator.
- Pick up your child / children before 5.45pm daily or a late fee occurs of \$15 for each 15 min (or part thereof) after 5.45pm.

2.6 Priority of Access (Service Access Policy)

The service will follow the Australian Government Department of Education and Training Priority of access recommendations for allocating a place in the centre where a waiting list exists.

- “Priority of access — prioritising vacancies
 - There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.
 - However, as vacancies in a service arise, providers are asked to consider prioritising children who are:
 - at risk of serious abuse or neglect
 - a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.
- This reflects the Australian Government’s intention to help families who are most in need, and support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia’s Children 2009–2020.”

2.7 Policies and Procedures

- Saint Joseph’s After School and Vacation Care have an extensive Policy and Procedure manual, which reflects the Philosophy and Goals of our service. This manual is large document which is available for you to read at the sign in desk.
- Details of this manual are correct at time of printing. Policies and procedures are subject to change.

3. Caring for your child

3.1 Activities

- Activities will be appropriate to the age, skills, interests and cultural background of the children in attendance.
- No contact sports will be permitted, however modified versions which reduce danger or injury will be allowed.

- Time and opportunity will be allocated to allow homework to be completed; however, parents are responsible for ensuring their child's participation.
- All excursions outside the usual premises shall be fully explained to parents and written permission received for the child's attendance.

3.2 Attendance

- Records will be kept stating the child's name, time of arrival, time of departure and name of person with whom the child departed.
- No responsibility will be assumed for a child until they enter the service.
- It is the parent's responsibility to ensure the child attends the service and to advise the service of any non-attendance or variations eg. Late arrivals.
- In the event that a child who is booked in fails to arrive by the usual time (ASC) the school office will be contacted to ascertain school attendance then the parent contact number will be rung and if necessary the emergency contact number. In the event that no contact is made with the guardians, the nominated supervisor will be notified.
- If a child is not collected by closing time (a late fee may apply) the parent/ caregiver and emergency contact numbers will be rung. In the event that both emergency contact numbers do not answer after a reasonable amount of time has elapsed, the coordinator will take charge of the child/ children and notify the nominated supervisor to further pursue the matter.
- No child will be permitted to travel home on their own unless written approval is received. These records will be kept.
- A child will only be released to those persons identified as being on the enrolment form unless a copy of a court order is received or written/ verbal permission is given by the parent/ guardian.
- Verbal permission may be provided to two separate educators (Educator in charge and one other educator) using "phone authority to collect form".

3.3 Behaviour / Rules

- At Saint Joseph's ASVC we understand that children are dealing with each other in a different social context to that of the classroom, with year levels mixing together and a less structured environment.
- The service shall attempt to ensure that the child is safe and secure and that the dignity and rights of the child are maintained at all times.
- Attempts will be made to ensure that behaviour management strategies are consistent with those operating within the school (Behaviour Management)
- Children are encouraged to:
 - Involve themselves in play with others
 - To share – including taking turns
 - To play fairly and safely
 - And to effectively deal with arguments – appealing for educator intervention as necessary

- Children are encouraged to make responsible choices and to accept the consequences of inappropriate behaviour.
- Older children are given extra responsibilities and leadership opportunities
- Staff will speak to parents about their children's behaviour – **especially positive behaviour**
- **Student rights and responsibilities.**
 - We:
 - use polite and positive behaviour
 - move and act in a sensible manner
 - treat others with respect, are kind and use our manners – including educators, parents and other children
 - resolve conflict in a positive way
 - play safely when we use ASVC space – hands off / running and balls outside/ sit down to eat
 - treat ASVC space with respect – cleaning up after ourselves, keeping our belongings together, and not wasting resources
 - Use words that make us feel good about ourselves and others.
 - Educators to issue 'Time –off' to any child for the following:-
 - Hands on
 - inappropriate language
 - disrespect
 - unsafe behaviour
 - Any behaviour deemed not acceptable at St Joseph's After School and Vacation Care Service.
 - In the event of serious incidents the Nominated Supervisor and the parents must be notified. These incidents may be followed up by referring to our Behaviour Management Policy
 - Parents will be notified of 'Time – off's at child collection time unless the incident is of a serious nature as above.
 - We insist on good manners at all times.

3.4 Bookings

- Booking numbers are limited to 45 children per day with bookings over this number being placed on a waiting list.
- Late bookings will not be accepted where the maximum staff/ child ratio would be exceeded.

3.5 Child Protection

- We regard child protection issues of the utmost importance at our service. This includes the service's moral and legal duties to care for your children in our care. Our educators are aware of policies relating to Child protection – Child Protection, Mandatory Reporting and Confidentiality/ Privacy Policy, as part of our induction and ongoing training procedures.
- All educators have current Working with Children checks before being employed.

3.6 Clothing

- Children should wear comfortable clothing that will enable them to participate fully in the program. A change of clothes is recommended as some activities can be very messy or may involve water play. Hats are encouraged as is sun safe clothing – shirts/ dresses covering shoulders.
- Enclosed **comfortable** shoes are recommended or shoes that children can participate in sport or energetic activities. **Thongs or “slip on’s” are not safe.**

3.7 Communication

- Communication occurs through a number of channels.
These include;
 - articles in the school newsletter,
 - a monthly After School and Vacation Care newsletter,
 - message book – at the sign in desk and sign out trolley,
 - Complements and suggestion form - at the sign in desk,
 - Verbal communication
 - Phoning the service – ph 0407 406 433
 - Suggestion / fee box located at the School’s front office and in the OSHC room
 - OSHC email: kmpp-ooshvc@lism.catholic.edu.au
- Your comments/ feedback is important to us, if you have any needs, ideas, complaints, or other concerns please feel free to use one of the channels of communication and we will address the issue quickly with the utmost confidentiality.

3.8 Concerns, Complaints and Suggestions

- If you have any concerns, complaints or suggestions, please speak to the coordinator. If this is not satisfactory, our Nominated Supervisor (Mrs Krystal Brady) and Leadership Team will handle complaints. The happiness and well being of your child is our main priority and we are continually striving to improve the quality of care we provide for our families.
- Refer to Management of Complaints (attached)

3.9 Confidentiality

- All personal records will be stored securely and kept confidential. All family information will be strictly limited to use only by the service as outlined in the Confidentiality/ Privacy policy. You may access your child’s records at any time if you are the authorised guardian who has enrolled the child – please see the coordinator.

3.10 Custody

- Parent / guardians who have custodial right and do not wish the other parent/ guardian to have contact with their child/ children must provide a current copy of custodial papers.
- Every care is taken to prevent a child from being taken by an unauthorised person, but there may be instances which may be out of our control.

3.11 Damage to equipment or facilities

- Damage to equipment occurs as part of everyday wear and tear and experiences. However, damage that is not attributed to fair wear and tear and can be attributed to a malicious or intentional act on the child's part; it will become the expense of the parent.

3.12 Enrolments

- An enrolment form must be completed by each family which uses the service. The details should be kept current and this is the responsibility of parent/ caregivers.
- The enrolment form must include:
 - authorisations for persons to collect child
 - indemnity for costs associated to seek medical help
 - Indemnity against claims and demands of whatever nature which may be brought against the program, its staff and school staff.
- If your child has additional needs, a meeting will take place between relevant parties (eg parents/ guardians, Coordinator, Occupational Therapist, Teacher, Executive) before the child commences.
 - Issues discussed include:
 - Level of support child requires
 - Duration of support
 - Necessary training of educators and volunteers
 - The safety of all children enrolled
 - Environmental factors
 - Sources of information and resources/ support services that will ensure the best possible care for your child
- If inclusion support is unavailable or educator training is not completed your child may not be eligible to attend the service at this time.

3.13 Excursions

- Excursions are occasionally planned throughout the After School and Vacation Care program, with provision for enjoyment, challenge, stimulation, new experiences and a meeting point between the Service and wider community. Written permission is required for all excursions and maximum safety precautions will be maintained.
- Permission forms will include:
 - Date,
 - Time,
 - destination,
 - times of departure and return,
 - transport to be used,
 - activities occurring
 - Child/ Educator ratio
 - Critical Incident form available for viewing
 - Water hazards if present
- Children are required to have suitable footwear on ALL excursions
- Children MUST wear a hat and sunscreen as per Sun Protection Policy if UV rating is 3 or above during outdoor activities.
- Refer to Excursion Policy and Sun Protection Policy

3.14 Facilities and Equipment

- All facilities and equipment, where practicable will be checked and maintained regularly – Buildings, Equipment and Maintenance Policy, Indoor Environment Policy, Outdoor Environment Policy, and Providing a Child Safe Environment Policy.
- Facilities and equipment which are assessed to have a potential for injury must not be used. They must be placed out of bounds and nominated supervisor notified for immediate action.
- Buses for excursions must be hired from reputable companies - Transportation Policy and Excursion Policy
- Safe and hygienic facilities will be provided for the preparation, storage and cooking of food for the children. This includes refrigeration, sink, hot and cold running water.
- Hygienic toilet facilities will be provided with hand washing facilities, soap and hand drying facilities – Toileting Policy
- Storage facilities will be provided for indoor and outdoor equipment. Secure and inaccessible storage shall be used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, first aid equipment and medication. (Storage Policy) MSDS for all chemicals available
- Program records will be kept in secured premises.

3.15 Fees

- A scale of fees will be determined by the operator from time to time and advised to parents.
- A deposit of \$50 is payable before care commences (After School and Vacation Care)
- Fees are to be paid within 14 days of invoice date.
- Statements will be issued weekly or fortnightly after Child Care Subsidy is downloaded from DSS – Department of Social Services.
- Monthly statements showing childcare usage will be issued as required by DSS
- Fees can be paid weekly, fortnightly, monthly or by the term (if previously negotiated).
- Outstanding fees will result in enrolment being terminated until fees are cleared.
- Fees can be paid in cash, cheque – please use envelopes at sign in desk, or internet transfer
 - Account name: St Joseph’s After School and Vacation Care
 - Bank: Commonwealth Bank
 - BSB: 06 2560
 - Account Number: 1028 6670
- Please make sure all payments are accompanied by your child’s name.

3.16 Health and Safety

3.16.1 Animals

- Any animal or bird kept by the service shall be maintained in a clean and healthy condition. (Animals Policy)
- The service shall ensure that there is no animal, bird or livestock present in the program area which is likely to be a source of infection or which may be detrimental to the children.

3.16.2 Building maintenance, cleanliness and repairs

- The service shall ensure that the venue, grounds, and all equipment and furnishings used are maintained in a safe, clean, hygienic condition and in good repair at all times.
- Every effort shall be made to maintain a vermin free environment.
- Suitable receptacles for the temporary storage of refuse and garbage shall be provided, lidded and emptied daily.
- The program area has suitable ventilation and lighting.

3.16.3 Drinking water

- Parents are to provide drink bottle with water. In addition, the service shall ensure that drinking water is provided and available at all times.

3.16.4 Emergency procedures/ fire drills

- The service shall develop emergency procedures in consultation with the nominated supervisor and any appropriate local authority - Emergency Procedures Policy.
- The service shall ensure all educators and children are familiar with the emergency procedures.
- The service shall ensure that emergency procedures are practiced with the children at least once a term and that new children are made aware of the procedures.
- All educators shall wear an identification badge when supervising the children.
- Any person seen on the premises who is not known to the program educators should be requested by educator in charge to leave the premises and the police called where there is any perceivable threat to the children.
- The coordinator should be notified of any case of suspected child abuse who will report concerns to the Nominated Supervisor- Child Protection Policy.

3.16.5 First Aid Facilities and qualifications

- All educators in charge will have a current First Aid Certificate.
- The first aid kit will be maintained in effective order on the premises in a position that is inaccessible to children but readily accessible to staff.

3.16.6 Food

- St Joseph's ASVC shall ensure that food provided at a program shall be nutritious and varied.
- Afternoon tea is provided for After School sessions. This will include fruit, water, plus a variety of other nutritious food as per the rotating menu, developed by the children. Please advise of food allergies or intolerances.
- Families provide all food and drink their child may require in the vacation period. Water is always available.

3.16.7 Health of educators and children

- Educators must be of good health and free from any medical conditions or dependency on any medication and / or substance that may affect their ability to care for children.
- Educators requiring regular medication should hold a medical certificate confirming their ability to care for children.
- No person who is adversely affected by drugs or alcohol shall supervise or remain in the presence of a child in care.
- Educators shall not consume alcohol during the hours children are in care.
- The management body shall provide a smoke free environment.
- Educators shall observe strict health, hygiene and sun protection practices in relation to children, with regard to current community standards and in accordance with relevant government guidelines, to minimise risks to children.
- Sun protection procedures shall be in accordance with Sun Protection policy. Educators and children must wear suitable hats when outdoors.
- Shoes must be worn by educators and children while outdoors.
- Educators shall ensure that basic hygiene procedures are followed, such as hand washing before preparing food and after toileting.
- Educators shall encourage children to observe these practices.

3.16.8 Illness and Accidents

If a student is injured or becomes ill at St Joseph's ASVC –

- The child is kept under adult supervision until the child recovers or until the child's parents / guardian / approved person or other authorised person takes charge of the child.
- In the event of a serious injury medical aid / ambulance will be contacted immediately, the parent/ guardian/ approved person and the Nominated Supervisor will be contacted.
- An Accident report will be filled in for serious injuries requiring external medical aid.

- All injuries which require some form of medical or first aid assistance will be attended by an educator with a current First Aid Certificate and recorded in the medical register.
- The parent will indemnify the centre for all costs associated with seeking medical treatment.
- Refer to:
 - First Aid Policy,
 - Accident, Incident and Trauma Policy and
 - Illness and Infectious Diseases Policy.

3.16.9 Infectious Diseases

- St Joseph's ASVC shall ensure that it has a policy on infectious diseases consistent with Commonwealth and State legislation. (Illness & Infectious Disease Policy)
- St Joseph's ASVC shall ensure that the appropriate health and hygiene practices are observed, and that educators have access to current information to minimise health risks to children and educators. (Hygiene policy)
- Children who have an infectious disease or who have been exposed to an infectious disease shall be excluded from the service until a clearance form, from a medical practitioner, is received.
- Where information is provided about the occurrence of an infectious disease that information shall be made available to the other parents / guardians in a manner that does not infringe on individual privacy of the children attending ASVC. (Confidentiality/ Privacy Policy).

3.16.10 Medication

- Medication shall not be administered to a child unless the child's parent/ guardian/ approved person have given written consent authorising administration - Medication Policy.

3.16.11 Pools

- All paddling and wading pools shall be emptied after use and stored to prevent the collection of water – Water Safety Policy.
- Water containers must be safely covered and inaccessible to children.

3.16.12 Telephone facilities

- St Joseph's After School and Vacation Care (ASVC) will have a readily accessible phone available at all times.
- OSHC mobile phone number: **0407 406 433**

3.16.13 Transport

- The ASVC service shall ensure that vehicles used by children for excursions comply with the appropriate road transport regulations.
- All children travelling will have the written consent of the parent / guardian or approved person.

3.17 Homework

- Children will be provided time to complete homework of an afternoon. Homework is encouraged but children will not be forced to complete homework.
- The service promotes the St Joseph School Homework policy which is distributed by the school at the beginning of each year. A copy is available from the coordinator.

3.18 Personal effects

- Children are required to take care of all of their possessions, including shoes, socks, book bags etc.
- Children are discouraged from bringing toys, games from home as these can get lost or broken.
- Electronic toys (Nintendo DS, Ipods, Phones etc) are not encouraged at our service. If children have them at school they should be signed in and locked away until they leave the service.
- Over 9 years, children have the opportunity to use their electronic devices as negotiated by the educator in charge, if written permission has been given. (Electronic Devices Policy)
- The service assumes no responsibility for damage or loss of any item belonging to any person.

3.19 Respect for Children

- We endeavour to provide care that respects your child's dignity and privacy at all times. We consider children as unique and valued individuals who are encouraged to be involved in the ongoing development of the program, the behaviour rules and the physical and aesthetic environment of our service.

3.20 Staffing

3.20.1 Staff Child Ratios

- There shall be a maximum of 15 children to 1 educator.
- Child/ Educator ratios for excursions and water activities will be determined by risk assessment

3.20.2 Educator qualifications/ training

- St Joseph's ASVC coordinators are required to have a qualification related to child care.
- A Responsible Person will be in attendance at all times.

3.20.3 Fit and proper persons

- An educator shall be a fit and proper person to undertake paid or unpaid work at St Joseph's ASVC service. The person shall be capable of providing quality child care in the ASVC setting and shall be of good character and suitable to be entrusted with the care of children.

- Police checks, referees reports and other means may be used to determine if the person is fit and proper.

3.21 Videos, movies and electronic games

- On occasions movies are shown to enhance our After School and Vacation Care program.
- Parental permission will be required for movies at the Cinema.
- PG movies and games will be offered at times at the service. These will be assessed and authorised by educators for suitability to the program, children and activities.

4. Important Contact Numbers

- ❖ Saint Joseph’s After School and Vacation Care Service: **0407 406 433**
- ❖ St Joseph’s School Administration: **6562 5501**
- ❖ Department of Family Services: **1800 637 711**
- ❖ Family Assistance Office (FAO): **13 61 50**
- ❖ NSW Early Childhood Education Directorate, Department of Education: **1800 619 113** (toll free)



5. Appendix

5.1 Management of Complaints Policy

POLICY STATEMENT

- The Saint Joseph’s After School and Vacation Care service will maintain a complaints and grievance management system to ensure that all educators, families and community members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

CONSIDERATIONS

- National regulation 168; “Education and care service must have policies and procedures” (2.o Dealing with complaints)
- National Standard 7: Element 7.3.4 “processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner”.
- Community Services Complaints, Appeals and Monitoring Act, 1994.

PROCEDURE

- The service will support an individual’s right to complain and will help them to make



their complaints clear and try to resolve them.

- A complaint can be informal or formal – see attached form. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
- Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with parents who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the satisfaction of the person making the complaint at this level they should discuss the issue with the Nominated Supervisor, either in writing or verbally.
- The Nominated Supervisor will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Coordinator and parent to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Coordinator or Nominated Supervisor will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- This could be done verbally or if the issue has been dealt with on a more formal basis then the Nominated Supervisor or Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.



Complaints form

Complaint by:	
Parent: <input type="checkbox"/> Educator: <input type="checkbox"/> Child: <input type="checkbox"/> Other: <input type="checkbox"/> _____ (specify)	
Date:	Time:
Complaint Taken By:	
Complaint About: Educator: <input type="checkbox"/> Child: <input type="checkbox"/> Other: <input type="checkbox"/>	
Name:	
Complaint details:	
Action taken:	
Follow Up:	
Further Follow up required: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Coordinator notified: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Nominated supervisor notified: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Regulatory Body notified: (within 24 hours) Yes <input type="checkbox"/> No <input type="checkbox"/>	
Signed:	Date:

- Parties notified:
- Service educators
 - Work, Health & Safety
 - Child Protection
 - CSO Human Relations
 - Parent/ carer

5.2 Confidentiality/ Privacy Policy

POLICY STATEMENT

- Our Service will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:
 - To the extent necessary for the education and care of the child
 - To the extent necessary for medical treatment of the child
 - A parent/guardian of the child to whom the information relates
 - The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
 - With the written consent of the person who provided the information.
- All matters pertaining to the Saint Joseph's After School and Vacation Care service should be considered confidential, and should not be discussed with unauthorised personnel.

This includes:

- Information pertaining to any child enrolled at the Centre and/or that child's family,
- Information about any of the staff and/or their families,
- Information on issues relating to the running of the Centre.
- Idle discussion does nothing but undermine the educators relationship with parents and is detrimental to the good name of the Centre. The privacy of others should be respected at all times.

CONSIDERATIONS

- Educational and Care Services National Regulations (145 - 152, 168, 174 – 177, 183)
- National Quality Standard 4.2, 5.1, 7.3
- Enrolment Form
- Governance and Management Policy

- Parent Handbook
- Staff Handbook
- Personnel files
- My Time, Our Place
- Network OSHC Code of Conduct
- Network Record Keeping Factsheet
- Work, Health and Safety Act
- Commonwealth Privacy Act 1988
- Privacy and Personal Information Protection Act 1998, No. 133.
- Child Care Service Handbook (DEEWR)
- Child Care Benefit legislation

PROCEDURE

- Privacy is to be respected at all times.
 - No information is to be given out without written authority from the parent or legal guardian.
 - The only exceptions will be for legal reasons such as information for the police or Department of Families and Community Services.
 - Confidential information is to be stored in a secure, lockable cabinet or in the office which is only accessible to educators.
 - A confidential issue can be discussed at a meeting without divulging the personal details of the individual/s involved. Once the meeting is closed details should not be discussed with people outside the meeting.
 - Any information given in confidence to a staff member should remain between that member of staff and the Nominated Supervisor/ Coordinator. If the Nominated Supervisor considers that this information will impact on the well-being of any child or educator at the Centre, then the information will be shared as is necessary.
 - There will be times when parents need to speak in confidence with educators of the Centre. This should be done in a quiet private area.
 - Confidentiality needs to be taken seriously within the service. A professional approach is needed at all times.
 - Educator / Management contact details, phone numbers, addresses etc. are not to be given out under any circumstances. In the event of someone needing to contact an educator, take their particulars and advise them that you will pass them onto the said person and they can call back.
- **Collection of personal information**
 - Before collecting personal information, the service will inform individuals of the following:
 - The purpose for collecting the information;
 - What types of information will be disclosed to the public or other

- organisations;
 - When disclosure will happen;
 - Why disclosure needs to occur;
 - How information is stored;
 - The strategies used to keep information secure;
 - Who has access to the information;
 - The right of the individual to view their personal information
 - The length of time information needs to be retained; and
 - How information will be disposed of.
- All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.
- All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Nominated Supervisor will determine who is authorised to access records.
- **Retention and Storage of Records**
 - The Service will ensure that documents set out in the Education and Care Services National Regulations (Regulation 177) are kept in a safe and secure place for the length of time outlined in Regulation 183 (2).
 - The Approved Provider will develop a practice in relation to the retention and disposal of records.
 - In the event that approval of the service is transferred, the requirements of Regulation 184 will be followed.
- **Disclosure of Information**
 - Personal information regarding the children and their families is not to be discussed with anyone outside the service, except in circumstances outlined in Regulation 181.
 - Parents/guardians may seek access to the personal information collected about them and their child by contacting the Nominated Supervisor at the service. Children may also seek access to personal information about themselves. However access may be denied where access would impact on the privacy of others; where access may result in a breach of the service's duty of care to the child; or where the child has provided information in confidence.
 - Lists of children's or parents/guardians names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without written consent.
 - No personal information regarding a staff member is to be given to anyone without his/her written permission.
- **Personal Conversations**
 - Personal conversations with families about their children, or other matters that may impact on the child's enrolment, for example, fees, will take place in an area that affords them privacy.
 - Professional conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

- **Maintenance of Information**

- The Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulations (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education, Employment and Workplace Relations (DEEWR) and for ensuring that information is updated regularly.
- The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date.
- Individuals will be required to advise the service of any changes that may affect the initial information provided.

ENDORSEMENT BY THE SERVICE:

Approval date: _____ 19/12/2017 _____

Date for Review: _____ Term 4, 2020 _____

5.3 Nutrition Policy

POLICY STATEMENT

- The Saint Joseph’s After School and Vacation Care service believes that good nutrition is essential for a child’s healthy growth and development. Our service will provide nutritious and varied food of good quality in the centre consistent with the *Dietary Guideline for Children and Young People in Australia*.
- We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks (“*My Time, Our Place*” 1.1). All food served at the service will be consistent with the child’s own dietary requirements, and take into consideration the child’s likes and dislikes as well as meet any cultural requirements of families (“*My Time, Our Place*” 3.2).
- High standards of hygiene will be maintained throughout all food preparation. Children will be encouraged to develop good eating habits through the modeling and reinforcement of healthy eating and nutrition practices by educators. Parents will be encouraged to share family recipes and traditions to enrich the variety and enjoyment of food by the



children and support the children's development of respect for and understanding of diversity (*"My Time, Our Place"* 1.3).

CONSIDERATIONS

- National regulation 78; Food and Beverages
- National regulation 79; Service providing Food and Beverage
- National regulation 80; Weekly Menu
- National Quality Standard 2.2 Element 2.2.1 "Healthy eating is promoted and food and drinks provided by the service are nutritious and appropriate for each child.
- Australian Dietary Guidelines for children and adolescents.
- National *Food Standards Code* (FSANZ)
- *Food Act 2003 (NSW)*
- *Food Regulation 2010 (NSW)*
- NRG@OOSH (Network of Community Activities)
- Service Hygiene Policy

PROCEDURE

- Food and drink will be provided for afternoon tea (after school care only), with small nutritious snacks available as necessary.
- Fresh drinking water will be available at all times for the children and staff.
- One educator will ensure that this is available and topped up throughout the operation of the centre.
- Children will be encouraged to get the water themselves when required, using separate drinking containers.
- During vacation care, parents will be asked to provide their child's lunch and drinks, unless otherwise stated on the program.
- All food provided at the centre will be nutritious and varied.
- A menu will be developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents.
- The menu will be on display for families and children. The menu will be an accurate representation of food and drink that is being served.
- Snack times are seen as a social event where children and educators can relax, talk



about their day and experience a variety of foods. Educators will demonstrate good healthy and hygienic eating habits while with the children.

- Children should be seated while eating or drinking.
- Children and families are encouraged to contribute to the menu ideas.
- Families will be encouraged to share family and multicultural values, ideas and recipes.
- All family and multicultural practices will be acknowledged and addressed in the provision of food.
- All children's individual needs such as allergies, etc will be addressed in the menu.
- Educators will keep a list of all children's allergies or food restrictions near the food preparation area to ensure all educators follow these.
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents.
- The denial of food will never be used as a punishment.
- Containers are to be cleaned and stored appropriately.
- Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed.
- Educators are encouraged to attend professional development on nutrition and food safety.

ENDORSEMENT BY THE SERVICE:

Approval date: _____21/09/2017_____

Date for Review: _____Term 2, 2020_____

5.4 Lunchbox checklist for Vacation Care

From 'Nutrition Ready to Go, At Out Of School Hours Services (NRG @ OOSH)'

LUNCHBOX CHECKLIST FOR VACATION CARE

Use this checklist to help provide nutritious food for your child each day.

Is your child provided with:

PLEASE TICK

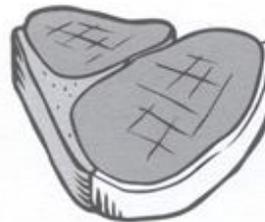
Dairy or high calcium foods?

High calcium foods are dairy products including plain or flavoured milks, hard and soft cheeses, yoghurt and custard. Calcium-added soya milk and tofu are also good sources of calcium. Other high calcium foods are milk-based desserts such as fruche, creamed rice, milk puddings and ice cream.



Protein and high iron foods?

Protein foods include beef, lamb, veal, beef sausage, pork, ham, fish, egg, chicken (breast, leg or chicken loaf), peanut butter or nut paste and legumes.



Cereal-based foods?

Cereal-based foods include bread (all varieties including fruit bread), rice, pasta, noodles, cracker biscuits (plain, unsalted crackers, rice cakes, rice crackers), fruit buns, scones, pikelets, muffins and crumpets.



Fruit?

Fruit includes fresh, canned or dried fruit but NOT juice.



Vegetables?

Vegetables include raw or cooked vegetables (fresh, canned or frozen).



A drink?

The best drinks for children are milk or water. Fruit juice is not essential if your child eats fruit. If you choose to pack juice, dilute it half and half with water.



P.T.O



Limit the Following Foods

- Sticky snacks like health food bars, lollies and fruit straps as these may cause tooth decay.
- Foods high in fat and sugar like cream-filled and chocolate-coated biscuits, chocolate and chocolate or yoghurt-coated health food bars.
- Foods high in fat and salt like chips and savoury snack biscuits.

Healthy Lunch Ideas

- Lettuce and ham sandwich, sultanas, milk
- Crackers with peanut butter, cheese/celery sticks, banana, water
- Egg and lettuce roll, apple, flavoured milk
- Peanut butter on fruit bun, two fruits, yoghurt, corn on the cob, water
- Leftover dinner eg spaghetti bolognese, cheese cubes, orange quarters, water
- Peanut butter and banana roll, yoghurt, carrot sticks, water

Keeping Food in the Lunchbox Cool

Food poisoning occurs when bacteria in food have the right conditions to grow. Bacteria grow best when the temperature is between 5-60°C. To keep food in the lunchbox safe it is important that food is kept cool.

- Use insulated bags as lunch boxes
- Place ice bricks in lunch box
- Place frozen drinks (water, milk) in lunch box
- Freeze suitable foods eg sandwiches, yoghurt
- Store lunch in a cool area out of the sun

