



Highly Accredited & Licensed

Community Based

not for profit

Care and Education Centre

1 Bent Street

JINDABYNE NSW 2627

Telephone: 02-64562569

Fax: 02-64571490

Email: admin@smcelc.com.au

or

director@smcelc.com.au

Website: www.smcelc.com.au



Philosophy

We believe that the early years are the foundation of a person's life. We believe it is our responsibility as professional early childhood educators to provide a social, emotional and physical environment that supports children's wellness and wellbeing

All stakeholders are dedicated to providing a safe nurturing high quality early childhood service, which fosters understanding and acceptance, social and communication skills and inclusive practice, we recognise that we are part of a wider community.

We support and respect families in their child rearing role, through the development of positive relationships, partnerships and effective communication. We value the privilege of partnering with families to nurture and guide children.

We recognise the community is diverse; we aim to be respectful to all cultures. Our curriculum is influenced by social and cultural contexts. We believe children have a right to be heard. They have the right to contribute to decisions that affect them.

The program is guided by the National Quality Framework - (Belonging, Being and Becoming) also My Time Our Place Regulations, Policies, Research and Parent input, it follows the children's interests valuing play based and child directed learning. Our program reflects individuality by respecting and acknowledging different learning styles.

We will support and encourage staff to continue their professional development.

We see learning as a lifelong experience.

We endorse the United Nations 'Rights of the Child'

OUR PHILOSOPHY

The Philosophy of SMCELC Outside School Hours Care acknowledges on the United Nations Rights of the Child (see Philosophy).

Aim

To demonstrate our belief that all children are of equal value in our community and will be treated accordingly. Children have the right to learn and grow in an environment of positive guidance and nurturing. In the provision of care and education, the interests of the child are of paramount concern.

All children have the right to be cared for in a physical environment which is clean, safe and welcoming, which demonstrates respect for the child and provides opportunities for play, exploration and development of self reliance. All children have the right to be supported in the development of their personality and creativity and their intellectual, social and physical abilities, to their fullest potential.

The protection of a child from physical or emotional harm of any kind is the obligation of each member of our community.

To develop a sense of belonging.

Parents/Guardians have the primary responsibility for the upbringing, protection and development of their children and should be supported in that role. A child's parents/guardians and family are the most important influences in their life. In the provision of care for a child we recognise and respect the role of the parents/guardians and support the parent and family by providing care in an atmosphere of mutual respect and support. Staff, parents/guardians and members of the wider community will have the opportunity to communicate their ideas, feelings and concerns in an atmosphere of respectful consultation.

To provide an environment that gives Equality of opportunity and justice for all people.

Each child will be afforded equal opportunity to participate in all activities and experiences provided in the OSHC environment, regardless of the physical or intellectual limitations of the child, but taking into account issues of safety for all participants in the program. Access to quality care is the right of each child, regardless of the financial circumstances, cultural background or geographical location of the family.

Care will be provided in a way that reflects the multicultural and multilingual nature of the community in which we live. Staff will be provided with training which enhances and values the diversity of our children and our community.

Each child will be afforded opportunities and encouraged to gain a sense of self-worth and a respect for the worth, dignity and rights of others. Each member of the SMCELC Outside School Hours Care community accepts responsibility for provision of a safe, friendly, non-judgemental, stimulating and educational environment for the care of children.

FOR CHILDREN

The goals of SMCELC OSHC as expressed in our Philosophy include the following aims and objectives in relation to the knowledge and skills children will be encouraged to develop whilst a participant in our service. SMCELC OSHC understands the importance of middle childhood and the value of play. Children are encouraged to express their opinion and put forward suggestions for inclusion in the program.

Social and Emotional:

These areas of development will assist children to develop self esteem and self confidence.

Encourage children to interact positively with peers and adults e.g. through sharing, turn taking, listening to each other, conflict resolution.

Provide opportunities for children to be assured of sense of accomplishment and feelings of satisfaction. e.g. through praise, encouragement, displaying art work, dramatic play.

Encourage children to respect others ideas, feelings, culture and property e.g. through listening, discussions about experiences, feelings and differences.

Provide opportunities for children to develop self help skills and independence e.g. setting up their play areas, packing away toys.

To help children gain self control and take responsibility for personal behaviour e.g. setting boundaries and limits. Using time-in and reflection strategies as per behaviour guidance policy. Follow up with discussion. Reinforce with positive behaviour guidance.

Recognise and allow that children need time to spend by themselves e.g. offer quiet areas, space and time.

Cognitive:

To assist intellectual development, problem solving, decision making and reasoning in children of all ages.

For children to make decisions. e.g. offer choices of alternative activities and food etc.

For children to think for themselves and learn to solve problems. e.g. science activities, cooking experiences, games and puzzles.

For children to learn about the world around them e.g. science and nature activities, activities from various countries, incursions and excursions.

Language and Creativity:

To assist children to develop communication skills and have the opportunity to express themselves through music and art.

For children to have the freedom to express themselves through art experiences, music and dance, by listening and responding to their needs and asking questions.

For children to have ample opportunities to learn new words and skills through reading books, extending on interests, role modelling, describing objects, events and feelings, discussing photographs and posters.

For children to respect each child's home language by encouraging parents/guardians to provide songs and key words e.g. greetings, music/instruments from other cultures.

Physical-Fine and Gross Motor Skills:

Fine motor development will assist in small muscle control, hand/eye co-ordination and writing skills. Gross motor development will enhance large muscle body control and spatial awareness.

Fine motor - for children to develop small muscle control through practice and repetition of the following experiences - drawing, cutting with scissors, gluing, puzzles, painting and tying shoes.

Gross motor - for children of all ages to develop large muscle control through practice and repetition of the following experiences – running, ball games, dancing, obstacle courses and balancing.

FOR THE COMMUNITY

Communication:

The participants in SMCELC OSHC are expected to follow the process of communication set down in the policies and procedures. SMCELC OSHC will ensure that all parties involved, including parents/guardians, teachers and educators have the opportunity to communicate their ideas, feelings and concerns in full in an atmosphere of proper consultation and consideration.

Information:

Parents/Guardians and staff will be provided with written information outlining the service policies so that the participants fully understand their rights and responsibilities and the rights and responsibilities of the other parties involved. Additional regulatory and work-based information will be provided to staff at induction or commencement with the service and whenever policies change.

Parents/Guardians and staff are required to provide the service with all the relevant personal information in written form needed for the effective operation of the service.

Copies of the Education and Care Services National Regulations, the SMCELC Outside School Hours Care Service Policy Manual are available for perusal at the Outside School Hours Care service and relevant web sites.

Participation:

This service recognises that everyone involved in SMCELC OSHC is a participant and that to share and take part is fundamental in the development and application of policies and procedures, enabling all participants to contribute to the goals and objectives of the service. All the participants in our services are encouraged, by means of appropriate democratic processes, to participate as fully as possible in the management and development of OSHC.



Confidentiality:

Confidentiality will be exercised as a standard approach when implementing any adopted policies or procedures. While promoting the principles of effective communication and full information to participants, the service will treat details of a personal nature as strictly confidential.

Written information concerning the child or the child's family will be kept separately and should be accessible only to the parent/guardian or staff members to whom the records relate, nominated members of management and, where necessary, the appropriate office of the Office for Early Childhood Education Directorate and relevant Australian Government departments.

As well as access to their own records of a personal nature, parents/guardians are entitled to view the general records in relation to excursions, copies of qualifications of staff members and facilities and equipment used in the operation of the service.

Verbal information in relation to all stakeholders will be discreetly handled and all records thoroughly destroyed after elapse of the mandatory period of retention.

ACCESS FOR FAMILIES AND CHILDREN

SMCELC OSHC aims to ensure that families have access to quality care and education that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care and education for primary school age children aged between 5-12years.

SMCELC OSHC service follows the priority of access guidelines set down by the Australian Government Department of Education, Employment and Workplace Relations (refer Child Care Service Handbook). These guidelines are balanced with the principles of non-discriminatory access and inclusion.

First priority: A child at risk of serious abuse or neglect

Second priority: A child of a parent/guardian who satisfies, or has parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act

Third priority: Any other child

If deemed necessary by the SMCELC OSHC management, children classed as a third priority will be required to leave the service to provide a place for a higher priority child. A period of two weeks' notice will be given to parents/guardians to find alternative care, after which their child can be placed on a waiting list at the service if requested.

A waiting list system will be in place for periods when SMCELC OSHC cannot legally take additional children.

APPROVED AND ADDITIONAL ABSENCES

Absence from the service will be charged in accordance with the Australian Government Department of Education, Employment and Workplace Relations Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation. Additional absences may have Child Care Benefit (CCB) paid for if supporting documentation is provided that indicates:

An illness (with medical certificate);

An outbreak of infectious disease when the child is not immunised;

Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate);

A temporary closure of a school;

A period of local emergency; or

Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

The Administration officers have the CCB Handbook available at the service that further details the definition of these absences if required. Copies of paperwork will be retained by the service.

Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website (www.centrelink.gov.au).

ARRIVALS AND DEPARTURES

For the safety and protection of children and, in keeping with duty of care considerations, SMCELC OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

SMCELC OSHC services open at 7.00am. No child will be admitted prior to opening time due to legal restrictions. All children are to be signed in and out on the Attendance Register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on the Enrolment Form, or subsequently in writing, as being authorised to do so. This Register states the child's name and exact time of arrival and departure and name of authorised person and signature.

When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. Children should not be dropped off at the school gates; they must be accompanied to the door of SMCELC OSHC and signed in by parent/guardian. Services will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.

To comply with Centrelink requirements all absences and non-signature sessions will be initialled by a staff member and must be signed by a parent/guardian as soon as possible. Parents/Guardians should ensure all Attendance Records are appropriately signed by the end of each session.

If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian may give permission by fax or email (as the first preference) or by telephone for an alternative person to collect the child. If the request is made via telephone, the parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival. An authority to collect form with the relevant details will need to be signed at the next attendance.

If a child booked in to SMCELC OSHC for After School Care has not arrived within 15 minutes of expected arrival the OSHC co-ordinator will check the bus lines to locate the child. If unsuccessful the SMCELC administration office will be contacted to see if there has been a change of care requirements by parent/guardian. If the admin officer is unaware of any such change, the child's parent/guardian will be contacted on the phone numbers listed on the Enrolment Form and if necessary emergency numbers, provided by the parents/guardians. If possible the school will be contacted to see if the child was in attendance at school that day. As a last resort if no contact is made via emergency numbers, advice will be sought from Police.

If at closing time (6.00pm) children have not been collected or parents/guardians have not made arrangements for collection by normal closing time, they will be contacted on the most recent numbers and if necessary emergency numbers provided. If no contact is made via emergency numbers advice will be sought from Police.

Parents/Guardians who have residential rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the court papers. Staff will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the custodial parent/guardian, or to an authorised person as permitted under the above procedure. If in doubt, the responsible parent present will contact a parent/guardian immediately to discuss the situation.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the Police will be called immediately.

If a child is required to attend activities within the school grounds during OSHC operating hours, written authority must be given prior to the commencement of the activity. Staff will not be available to deliver or collect children from these activities due to staffing ratios. Parents/Guardians are asked to consider this when enrolling children in these activities. SMCELC OSHC service will not permit a child to leave the service unaccompanied to attend an external activity unless an **Extra Activity Permission Form** detailing time of departure, indicating a release of duty of care has been provided by the parent/guardian.

BEHAVIOUR SUPPORT AND MANAGEMENT

We accept that children will come to SMCELC OSHC from a variety of backgrounds and various stages of socialisation. Children should be happy and want to attend our services. Behaviour support and guidance strategies play an important role in the smooth and safe running of the service.

Families, staff and children all have roles to play, as detailed in the Behaviour Guidance Policy. SMCELC OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and guidance is approached by: Applying appropriate measures (in keeping with community standards);

Using consistency and compassion;

Having regard at all times to the respect and dignity and individual uniqueness of the child; and

Having regard to the other principles set out in the Philosophy Statement of SMCELC OSHC.

Staff are trained in the developmental stages of the differing ages of the children who attend SMCELC OSHC and will apply appropriate behaviour support and guidance techniques which will be consistent with the philosophy of the service.

Staff will involve the children as far as reasonably possible in developing a specific Code of Behaviour for the service.

Staff will discuss the Code of Behaviour with the children on a regular basis, helping the children to focus on appropriate behaviour and understand the consequences or choices and actions.

Staff do not at any time humiliate or physically punish (including the withdrawing of food or water) children for inappropriate behaviour.

Staff will handle all issues involving the children at SMCELC OSHC. Parents are asked not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If a staff member observes a child breaking the rules they will discuss the behaviour with the child.

Safe, enjoyable excursions are an important part of programming at SMCELC OSHC. The Director reserves the right to have the child withdrawn from excursions if their behaviour is deemed to be unacceptable. We provide no alternative care on excursion days. The parent/guardian is responsible for finding alternative care.

On occasion it may be necessary for an Individual Behaviour Plan to be developed for a child. This plan will be developed collaboratively with the Director, parent/guardian, child and other health/educational professional if required.

Supervised time in will be used where required to allow a cooling-off period for the child as per behaviour guidance policy.

SMCELC OSHC has a duty of care to all children who attend and staff who work within the service. If:

A child places the safety and well being of others at risk; or

A child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from a social group); or

A child continually refuses to comply with the rules of the service, then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from SMCELC OSHC temporarily or, in some cases, permanently.

Except where a child's behaviour may reasonably cause physical danger, the first, second and third instance that a child breaches the service Rules of Behaviour, staff will complete and sign an Incident Report. The parent/guardian will be required to sign the Incident Report upon review together. The Incident Report will be kept in the individual Child's File.

After the third incident, and after the above steps have been followed, a decision will be made as to if the child will be excluded from the service for one week. In making the decision to exclude a child, all documentation of the child's behaviour will be submitted by the Director and to the Committee President of SMCELC. Documentation can include observations, checklists, child profiles, records of meetings and conversations.

The Management Committee President and Director will meet with the parent/guardian to discuss the behaviour concerns and possible exclusion.

The parent/guardian will be informed verbally regarding any exclusion issue concerning their child and the exclusion will be confirmed in writing. The correspondence will detail reasons for exclusion, including history of events and steps the parent/guardian can take to resolve the situation.

At the end of the week, a meeting will be held between the Director, parent/guardian and child to discuss possible strategies for including the child back into the service.

In the event that there is a repeat of the same behaviour, the child will be excluded for four weeks, with a meeting held upon return as above.

If behaviour is evident upon re-admission, permanent exclusion will apply.

The parent/guardian will have the right to appeal in writing to the Management Committee in relation to any exclusion of their child. The appeal period expires seven days after the parent/guardian receives written notice of exclusion.

Exclusion may also occur if the parent/guardian has failed to act on at least two education/counselling opportunities or failed to address recommended changes to behaviour management techniques used with the child, when those changes have been recommended and agreed to by the parent/guardian.

If children's behaviour causes or may reasonably cause physical danger to themselves, other children or staff, the parent/guardian will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Director with notification given to the President of the Management Committee with consideration to confidentiality.

The SMCEL management recognises the need for privacy in all matters relating to the care of our children. All SMCELC OSHC staff and committee members have signed and agree to abide by a confidentiality agreement.

Whilst every effort is made to include all children into SMCELC OSHC, there may be some children for whom our service is not suitable.

BOOKINGS AND CANCELLATIONS

At SMCELC OSHC we attempt to cater to all families with regard to days needed for care. Bookings can either be on a permanent or casual basis. It helps in our planning for staff and activities if families book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; however due to licensing requirements there may be some days we will have to refuse care to casual bookings.

Parents/Guardians must notify staff of absences by email admin@smcelc.com.au or phone 64562569 to a session booking. If a permanent booking is to be cancelled two week's notice must be given.

CHILD CARE BENEFIT AND CHILD CARE MANAGEMENT SYSTEM

Child Care Benefit is a payment made to families to assist with the costs of childcare. Australian residents using child care provided by approved childcare services may receive CCB. The rate of CCB paid is determined by family income. Families should contact the Family Assistance Office (FAO) to discuss eligibility and associated requirements (Ph: 13 61 50). Parents/ Guardians should advise the FAO about any changes to their circumstances such as changes to income or a child commencing school.

There is a limit on CCB of 24 hours per child per week for non-work related care. Up to 50 hours CCB is available to families where parent/s meets the FAO work test. In exceptional circumstances, families may also apply for 50+ CCB hours for work related care. Multiple childcare percentages for families using more than one service type also apply. Please advise the administrator if you have children attending other services.

Contact Centrelink for more information.



For SMCELC OSHC services to appropriately access CCMS we are required to collect parents/guardians Customer Reference Number (CRN) and date of birth. It remains the parents/guardians responsibility to register with FAO.

CHILD PROTECTION

SMCELC OSHC service regards their role in the protection of children in their care as of the utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All staff have been made aware of the Child Protection Policy.

CLOTHING

Please name all belongings.

During Before School and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. Clothing should also comply with sun safety guidelines.

Appropriate footwear must be worn at all times. Sneakers are the best option, as thongs, ugg boots and open-toed sandals do not protect children's feet adequately. Children are allowed to take their shoes off inside, but shoes must be worn whenever outside.

Hats will be worn in accordance with the SunSmart Policy. We recommend the wearing of legionnaire or broad brimmed style hats. We have spare hats for emergencies.

COMMUNICATION WITH FAMILIES

SMCELC OSHC services recognise that everyone involved in Outside School Hours Care is a participant, and that to share and take part is fundamental in the development and application of policies, enabling all participants to contribute to the goals of the service. Families are encouraged to be involved as fully as possible in the management and development of the service.

A newsletter will be prepared on a quarterly basis and primarily distributed via email. The newsletters are an opportunity for us to let you know what is happening in the service. Posters and brochures are available throughout the service. These relate to a number of subjects from health and nutrition to contact numbers for various community support groups. We provide these in a number of languages and we can assist with further contacts if you require.

Your feedback is important to us. We have a suggestion box and confidential grievance procedure for parents/guardians.

We have service approval with NSW Gov. Education and Communities. We are also actively participating in the National Quality Framework rating and assessment process, The Education and Care Services National Regulations allows for parents/guardians to request information from their OSHC service about the following:

General description of activities and experiences given by the service;

Service philosophy about learning and child development outcomes and how it is intended that the outcomes will be achieved; and

Goals about knowledge and skills to be developed through the activities and experiences.

Code of Behaviour

We aim to provide an environment where all parents, staff and children feel safe, cared for and relaxed, which encourages cooperation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

Student's RESPONSIBILITIES

To be courteous and respectful to all children, staff, parents and visitors to our centre;

To participate in activities with an attitude aimed towards having fun; To show care for belongings whether their own, others or belonging to the centre;

To co-operate with staff and fellow students to further improve the quality of time shared together;

To remember and respect centre rules and boundaries whilst at the centre.

BULLYING

All children have the right to attend the centre free from bullying and/or harassment by others. Children who are found to be bullying or harassing others will be dealt with through the centre's behaviour guidance process. (see Handbook)

Policy Statement:

The Behaviour Guidance Policy emphasises that children and young people have the same

rights as adults. We recognise, value and celebrate the differences and similarities that exist in all people. We believe in the importance of educators providing positive guidance that fosters respect and tolerance to build a child's healthy wellbeing and strong sense of identity.

Children and young people face many challenges throughout their lives including learning what socially acceptable behaviours are. SMCELC OSHC educators are committed to a Behaviour Guidance Policy which promotes children, families and educators working collaboratively to support each other when guiding children to express themselves in a positive, productive and non threatening way.

Objective:

- To support children and young people to guide their own behaviour, consequences and choices recognising them as capable and competent learners.
- To provide opportunities for children and young people to express their thoughts and feelings in an open and respectful environment.
- To support children to build relationships that are caring, respectful and empathetic to each other.
- To develop children and young people's feelings of happiness and satisfaction through successful engagement.

Encouraging acceptable behaviour

- Ensure the environment and programs are stimulating and provide a balance of structured and unstructured activities as these factors are key influences on behaviour.
- Deliver programs with enthusiasm and a positive attitude.
- Encourage staff to use voice intonations, facial expressions and explanations as methods of guidance used to encourage desired behaviour.

- Provide consistent and age appropriate expectations and routines
- Encourage children to settle their differences in a respectful manner
- Show appreciation for appropriate behaviour and build on each child's strengths and achievements
- Divert children to more appropriate activities
- Learn to recognise situations in which children's behaviour is more likely to become inappropriate and take action to divert these situations before they arise
- Ensure staff expectations of behaviour are age appropriate and realistic
- Encourage children to develop strategies to solve problems as they arise
- Express rules in a positive frame e.g. We sit down while we are eating
- Provide children with the opportunity to make choices
- Promote a safe and caring environment for staff and children
- Develop positive relationships with the children be an active listener and communicator

Managing inappropriate Behaviour

- Always remain calm and keep your voice at a speaking level, avoid shouting
- Use age appropriate and acceptable language
- No child will receive any form of physical, shaming or humiliating punishment
- Unacceptable language is never to be used

Behavioural Guidance

- Attend to the primary issue, the inappropriate behaviour, avoid getting drawn into secondary issues(avoid the arguments).
- Children have the ability to run us ragged by the secondary behaviour game, avoid getting drawn in.
- If children consistently display unacceptable behaviour the senior staff member will ensure:
 - The expectations of the child's behaviour are realistic and appropriate to their developmental level
 - The child understands the limits
 - The child's needs are being met

- The child has no impediments which may cause the unacceptable behaviour
- The child isn't copying observed behaviour from others
- Events at the centre have not encouraged the behaviour
- Consequences of the behaviour do not encourage it to persist
- All staff members follow consistent strategies with the child.
- The Director is available to discuss and assist with any concern a parent or staff may have in respect of a child's behaviour or participation in the program
- If the unacceptable behaviour persists the Director will work with the parent/guardian to develop a plan for managing the behaviour and assist the parent/guardian to seek advice from an appropriate agency or professional if required.
- If all methods fail to result in an improvement in behaviour, the Co-manager/Manager will discuss alternative care with the parent/guardian, in consideration of the health and safety of the other children in care.
- Parents/Guardians who wish to discipline their own children whilst in the centre will not at any time use any form of corporal punishment or use unacceptable language.
- It is not appropriate for a parent/guardian to discipline any child other than their own whilst in the centre

STEP BY STEP RESPONSE TO MANAGING INAPPROPRIATE BEHAVIOURS

STEP Response Explanations

STEP 1 STOP

Identify the inappropriate behaviour. Look at the situation, if a group of children are involved know who is doing what to whom, if the situation appears unsafe move quickly, your goal is to modify the inappropriate behaviour.

ACT appropriately rather than REACT. Focus on modifying the inappropriate behaviour not how it makes you feel.

STEP 2 **LOOK** and LISTEN

Observe the child within the whole situation
Consider the possible reason(s) for the behaviour
Look at the child's interactions with other children, is the child a victim of bullying
Consider your interactions with the child, have you encouraged appropriate behaviour
Consider the key aspects of the Service. Is the program of activities suitable for the child? Are the routines encouraging appropriate behaviour?

STEP 3 ACT

Manage the inappropriate behaviour. Separate the behaviour from the child – "I like you but I don't like the way you are behaving".
Respond to the CAUSE of the behaviour
Make sure you respond with positive behaviour
Consider the child's age and stage of development
Respond to the child's individual needs
Redirect the child to an appropriate activity if necessary

STEP 4 EVALUATE

Think about how you have responded to this situation. Were you able to change the child's behaviour? Did you interact positively with the child?

OSHC Guidelines to Levels of Inappropriate Behaviour and required staff actions

Low, Medium and High level behaviours and consequences

Low Level

- Swearing
- Running inside
- Not following directions from staff
- Spitting in general
- Not sharing equipment
- Deliberately annoying other children or staff
- Leaving the group without permission

Monitored by coordinator. Speak to parents if repeated incidents

Medium Level

- Disrespectful disobedience
- Teasing
- Biting/physical aggression
- Spitting on someone
- Swearing at others - “dakking”
- Going out of bounds
- Deliberate exclusion of other children

Inform parents on collection of child. Incident report completed, logged and then submitted to Senior Coordinator after repeated incidents. Further consequences to be determined upon consultation with parents and Manager, depending on frequency and severity of incidents.

High Level

- Bullying
- Intimidation
- Sexual harassment
- Fighting
- Physical aggression at staff
- Stealing
- Deliberate destruction of property
- Leaving program – running away
- Misusing equipment with the intent to harm others or cause damage

Call parents immediately, incident report completed, logged and submitted to Manager. Notify Senior Coordinator and Manager immediately. Further consequences to be determined upon consultation with parents and Manager.

References:

Children Youth & Women’s Health Service: Parenting and Child Health

www.cyh.com/default.aspx?p=1

Education and Care Services National Regulations, 2010

COMPLAINTS, CONCERNS AND SUGGESTIONS

SMCELC OSHC will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of the children, other staff or parents/guardians and heated discussions are to be avoided as far as possible.

The Director is to log all complaints, the records of relevant discussions and the resolution of the complaint promptly on a Grievance Record.

If it is not appropriate for the complaint to be made to the Director, the complainant will have direct access to the President of the SMCELC Management President. The contact number is on display near the sign in/out book.

The President will assess the complaint and notify the Australian Children's Education and Care Quality Authority (ACECQA). The course of action decided upon. Notification of receipt of the complaint will be sent to the complainant.



DAILY ROUTINES

Routines play an important role in the operation of the service. Morning routines can consist of children completing homework, reading, playing board games or participating in a group game.

All school age children may leave at 8.45am. A staff member signs in children immediately after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

DAMAGE TO EQUIPMENT OR FACILITIES

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child; it will become an expense to the parent/guardian.

DUTY OF CARE

SMCELC management seeks to provide an environment that protects from harm. This applies to not only the children within the service, but also families, staff and others within the services community. Policies and procedures are available to all families and staff within our services and adhered to during day to day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks that may breach a duty of care owed to people attending SMCELC OSHC.



EMERGENCY EQUIPMENT AND FACILITIES

SMCELC OSHC aims to provide equipment and facilities in accordance with recognised legislative standards. Smoke alarms and fire fighting equipment are regularly maintained and tested. SMCELC OSHC service is equipped with a First Aid Kit.

ENROLMENT AND ORIENTATION

Parents/Guardians are required to complete an Enrolment Form and a Booking Form before any child is able to attend the SMCELC OSHC service. A meeting with service staff is available to you upon the enrolment of your child. This is an excellent opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly during the initial few weeks. Each newly enrolled family will be encouraged to take a copy of the Family Handbook detailing selected policies and conditions of enrolment. You will be given a rundown on basic operations such as staffing and programming.

If your child has additional needs, a meeting will take place between relevant parties (e.g. parents/guardians, Director, Support professionals) before the child commences. This information will help us to meet the needs of your child. Issues discussed will be:

Level of support the child requires;

Duration of support;

Necessary training of staff and volunteers;

The safety of all children enrolled;

Environmental factors; and

Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child.

All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. For legal and safety reasons no child will be accepted into SMCELC OSHC without completing these forms.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency. We must have a current contact number for you. An enrolment form must be completed by new parents/guardians at time of enrolment. New enrolment forms and registration fee for existing families must be completed and paid Enrolments for each year generally open on the first day of Term 4 for the following year.

All parents/guardians must specify the number and days of the week that care is required for their child. CCB applies to approved and allowable absences in accordance with Family Assistance Office guidelines. Our service is not permitted by law to exceed the number of children for which we are licensed. Children who arrive unexpectedly may not be able to attend if the session is full. If this does occur, the parent /guardian will be contacted and asked to collect the child immediately. Where appropriate the child will be escorted to the school office.

ENVIRONMENT AND FACILITIES

SMCELC OSHC service aims to ensure a high level of hygiene and cleanliness is maintained. Staff endeavour to create a safe, secure environment where children and families feels welcome and at ease. SMCELC OSHC service provides space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play. Outdoor active play is an important part of our program and is guided by the National Heart Foundation – Eat Smart, Play Smart.



EXCURSIONS

During Vacation Care SMCELC OSHC service may include excursions as a valuable part of their overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained.

All children will wear a form of identification supplied by SMCELC OSHC to help identify them on the excursion. Children are required to have suitable footwear for ALL excursions. The same illness and injury procedures apply on an excursion as apply whilst at the service. No staff are permitted to transport children in private cars.

Parents/Guardians should check the Vacation Care program for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. All parents/guardians are required to sign an Excursion Permission Form for each excursion.

All children attending the service on an excursion day are expected to attend the excursion. No staff remain at the service unless specified on the Vacation Care program. Families will be liable for all excursion costs should bookings be cancelled.

Parents/Guardians should be aware that they may be required to collect children from an excursion venue for a number of reasons. This should be considered prior to booking for an excursion.



FEES AND OVERDUE FEES

It is our aim to provide a quality service to families at an affordable price. The fee schedule is included in the Family Information Package. OSHC fees are based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Policies and Procedures. Parents/Guardians will be notified of any changes.

Statements will be regularly issued to families detailing information as required by Australian Government Department of Education, Employment and Workplace Relations Child Care Benefit Handbook.

A receipt will be issued at the time of payment, regardless of the method of payment.

We accept payments via direct deposit. Payment can also be made by posting a cheque/money order to the SMCELC Administration Office 1 Bent Street Jindabyne 2627

As a non-profit organisation SMCELC OSHC service relies on prompt payment of fees to ensure we remain viable.

Families experiencing difficulty paying fees should speak with the Director. In extreme circumstances a payment plan may be established.

A debt collection agency will be utilised when fees remain unpaid.

During Vacation Care:

Non attendance will be charged in accordance with the Fees Policy.

All outstanding fees relating to Before and After School Care must be paid in full prior to acceptance of a child into Vacation Care.

Excursions are an important part of the programming of our service. An extra charge applies to all excursions; however, we will endeavour to keep costs down.

EVACUATION AND LOCKDOWN

SMCELC OSHC management have in place fire, evacuation, and lockdown procedures that aim to protect all persons who are involved with our service. We are required to practice drills regularly. An evacuation plan is situated in the entrance area. We ask all parents/guardians, staff and children to familiarise themselves with the procedures. During drills or in the event of an actual threat, staff will attempt to calm the children and keep them safe. Parents/Guardians are asked to show understanding and patience if they arrive at the service while a drill is being undertaken.

FOOD

SMCELC OSHC service aims to be a peanut/tree nut free zone. It is requested that food bought from home does not contain nuts due to the risk of severe allergies.

In the event that a child brings food containing nuts to the service, staff will collect, store and return the food to the family at the end of the day. Staff will try to provide alternative food for the child. Parents/Guardians who send nut products to the service will be sent correspondence requesting that they no longer pack these products for their children.

By adhering to Eat Smart, Play Smart guidelines SMCELC OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/Guardians are encouraged to participate in this approach to nutrition for their children by packing healthy meals and snacks for their children in Vacation care.

SMCELC OSHC provides a snack for afternoon tea for the children at After School Care.

Our afternoon tea menu is displayed near the sign in/out sheet. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Director.

It is the responsibility of the parent/guardian to supply adequate morning tea and lunch during Vacation Care, unless specified on the Vacation Care program. Children are not permitted to bring chocolates, lollies, chips or chewing gum to the service. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). This information should be provided on the Enrolment Form.

FOOD HANDLING

At SMCELC OSHC service food is prepared and stored in accordance with recommendations from leading food handling authorities. All food preparation surfaces will be cleaned and sanitised before and after food preparation.

SMCELC OSHC food preparation staff undertake Food Handling training and are provided with opportunities to further their knowledge of food and nutrition related issues.

HOMEWORK

SMCELC OSHC service will supply time, space and supervision by staff for children to do their homework if they wish. Please inform staff if you require your child to participate in structured homework time. Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff are unable to insist or force children to complete homework tasks.

ILLNESS AND INJURY

Whilst SMCELC OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries take place. In the case of a minor illness or injury, a staff member will attend to the incident and an Illness and Injury Report will be completed. Please sign this form after speaking with staff to verify you have been advised of the incident. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately. Please ensure emergency contacts are updated on Enrolment Forms regularly.

Children who are ill will not be accepted by SMCELC OSHC service.

Qualified staff will administer basic first aid only. If contact cannot be made with parent/guardian and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital.

If a child becomes ill or injured while attending SMCELC OSHC: staff will comfort and calm the child;

All head injuries will be reported to parent/guardian via phone, notifying of circumstances including treatment administered and if child has returned to normal activities if deemed appropriate by qualified staff member;

A staff qualified in first aid will administer appropriate first aid and assess the child's condition in consultation with the responsible person on duty;

No staff member will administer non-prescribed medications to any child;

If necessary a qualified staff member, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;

If necessary, the qualified staff member, will contact the parents/guardians to collect their child as soon as possible;

The child will be kept under adult supervision and their condition monitored until the parents/guardians arrival; and

Where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child's doctor.

Symptoms of illness include, but are not limited to:

Vomiting or diarrhoea;

High temperature, flushed appearance or unusual pallor;

Skin eruptions or swelling;

Stomach or headaches that are severe enough for a child to comment on to a staff member.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

The qualified staff member, will direct a staff member to call an ambulance;

All attempts will be made to notify the parents/guardians;

If parents/guardians are unable to accompany the child to the hospital, the Director, or qualified staff member, will accompany the child provided that at least one staff member who is qualified in first aid is left at the service and that the service staff ratios are still met;

Costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

The Director will ensure that each child with a diagnosed medical condition i.e. asthma, diabetes, epilepsy, etc. has an Individual Medical Emergency Plan.

SMCELC OSHC service does not have access to Epipens for use on children, if your child requires an Epipen parents will need to ensure their child brings their Epipen.

INFECTIOUS DISEASES

SMCELC OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*, whilst respecting the rights of individual privacy. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

* When infectious disease is referred to in this policy, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at www.health.gov.au and National Health and Medical Research Council at www.nhmrc.gov.au).

Monitoring

SMCELC OSHC will subscribe to reasonably available services through the Australian Government Department of Health (see www.health.gov.au and www.nhmrc.gov.au) and NSW Health (www.health.nsw.gov.au) to keep up-to-date information on infectious diseases within the community.

The service will keep informed of current Pandemic Phases and will follow the Australian Government guidelines.

REPORTING

It is the responsibility of parents/guardians to inform the Director of any infectious disease that their child or other immediate family members may be suffering. Children who are ill should not be brought to the service.

SMCELC OSHC is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Australian Government Department of Health) and also to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

The Director will maintain records in regard to infectious disease. These records will include the child's name, age, symptoms, date and time staff first noticed the illness and any action taken. This record will NOT be available to other parents/guardians in view of the sensitive nature of a child's health information. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this service.

The rights of individual privacy will be respected at all times, and in particular the Confidentiality Policy will be observed by all staff implementing these procedures relating to infectious diseases.

EXCLUSION

All people, including children and staff, who are suffering from any infectious diseases need to be excluded from SMCELC OSHC to prevent others from being introduced to the infection. Staff and children will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. When any person is found to be showing signs of any infectious disease:

For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;

For staff, they will immediately be released from work to seek immediate medical attention and for the period of the infectious disease;

For parents/guardians or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises until they are no longer suffering from the infectious disease; and

If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Australian Government Department of Health requirements).

SMCELC OSHC service refer to the National Health and Medical Research Councils 'Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2010)' to determine exclusion periods.

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/staff, the doctor's certificate will be required before the child/staff member is re-admitted to the service.

Head Lice

In the event of head lice, the parent/guardian will be called and encouraged to collect the child immediately. The child can only return to the service once the head lice have been treated. All children with long hair are encouraged to wear their hair tied back.

INFORMATION HANDLING

To protect children and better provide its services, SMCELC OSHC management seeks and deals with personal and sensitive information relating to families, children and others. SMCELC OSHC management respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

All personal records will be stored and kept in a confidential manner. All information will be strictly limited to use by the service as outlined in the Confidentiality Policy. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. No information will be given to any other person unless subpoenaed by a court or required by the Family Assistance Office or Department of Education, Employment and Workplace Relations. Please see the Director about accessing these records.

All SMCELC staff are required to sign confidentiality agreements in relation to private information relating to families and children attending the service.

LATE COLLECTION AND FEES PAYABLE

Closing time of SMCELC OSHC services is 6.00pm. We ask that you are mindful of staff commitments outside of work and ensure your child is collected before this time. If there has been an emergency please contact the Director as soon as you are aware that there may be a problem with the on-time collection of your child. Parents/Guardians who collect their children after this time will incur a late fee. This fee is further outlined on the SMCELC OSHC Fee Schedule.

LICENSING

This service is licensed by the Education and Care Services National Regulations (2010). The service must comply with the Act and Regulations in relation to requirements relating to activities, experiences and programs, numbers of staff members and children and staff members' qualifications.

MEDICATION

In the interests of health and wellbeing of the children, SMCELC OSHC services will permit medicines to be given to a child only if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours. Medication without prescription labelling CANNOT be administered.

Staff will be permitted to administer medication to a child only if it is:

A prescribed medication;

In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and

Accompanied by a signed authority from the parent/guardian.

All medication is to be given to the responsible person present and stored in a lockable cupboard. No medication is to be stored in a child's school bag.

For asthma, diabetes or other similar ongoing medications, parents/guardians are required to advise the Director in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

On occasion it may be necessary for an Individual Medical Emergency Plan to be developed for a child. These plans will be developed collaboratively with the Director, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding asthma, epilepsy etc.

PARENT/GUARDIAN AND VISITOR CODE OF CONDUCT

Staff are available for parents/guardians and visitors to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made with the Director. If you wish to speak to someone other than the Director you can follow the Complaints Policy. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

The SMCELC OSHC Parent/Guardian and Visitor Code of Conduct states that upon entry to OSHC you will:

Address staff, children and others in a respectful manner.

Refrain from smoking anywhere on school grounds.

Refrain from swearing or shouting.

Refrain from approaching children within the service in a threatening or accusing manner.

Refrain from the mental or physical intimidation or harassment of staff.

Staff members have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if the person does not respond to a request to leave the premises.

Parents and Guardians have rights and responsibilities associated with their involvement in SMCELC OSHC.

Parents/Guardians have a responsibility to:

Encourage good behaviour habits in their children; Encourage their children to accept the service's Rules of Behaviour;

Provide support and feedback to the service regarding Rules of Behaviour; Consult with service staff at a mutually convenient time about any concerns and treat service staff with respect and courtesy; and Conduct themselves in a way that does not make staff feel threatened. This includes shouting, swearing or intimidating behaviour at odds with the Parent/Guardian and Visitor Code of Conduct.

Parents/Guardians have a right to: Be respected and recognised as the major influence upon their child's development; Be able to express themselves on matters of service policy; Meet with service staff at a mutually convenient time; and Be offered the same courtesy and respect within the service as the service staff.

Parents/Guardians may be excluded from the service if staff feel threatened either physically or verbally.

PERSONAL EFFECTS

Children should not bring electronic toys such as PSP's, iPads, mobile phones and Ipods as we cannot guarantee the safety of these expensive items. If a child does bring personal belongings to the service, they do so at their own risk. We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. Mobile phones are not permitted at SMCELC OSHC service. For security purposes the children's mobile phones will be submitted to the responsible person present upon arrival to the service. We have a landline phone on which parents/guardians can contact us at any time. Phone 64562569.

POLICIES AND PROCEDURES

SMCELC OSHC has extensive policies and procedures which reflect the Philosophy of our service. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. It is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept next to the Attendance Register on the Sign in/out table.

In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and to regular review by SMCELC OSHC management.

PROGRAMMING

SMCELC OSHC service plans, designs and provides tailored programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, SMCELC OSHC services recognise the importance of an understanding of early/middle childhood and play in the development of children. Our aim is to provide activities that develop each child's social, emotional, language, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with the National Quality Framework, observations are taken of the children to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool and are stored in the family file at the service where they can be viewed by parents/guardians if requested.

The Director will happily discuss any aspect of the program with interested parents/guardians. Family surveys will be handed out to convey parents/guardians' and children's thoughts and input into the program. The weekly program is posted on the Noticeboard.

RESPECT FOR CHILDREN

The best interests of the child are of paramount concern at SMCELC OSHC we endeavour to provide care that respects the child's dignity and privacy at all times and that considers children as unique and valued individuals. Children are considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service. We respect the abilities and diversity of all children in our care. SMCELC OSHC staff members are dedicated to building and maintaining inclusive environments.

SAFETY OF CHILDREN

SMCELC OSHC services have a comprehensive behaviour guidance policy and service rules which are implemented to ensure the safety of all children and staff. One of those rules is that the children must stay within school grounds and in areas licensed by the NSW Gov. If a child chooses to leave the school grounds and designated areas, staff will assess the situation in relation to duty of care to the individual child and the remaining group of children. The children's parents/guardians will be contacted immediately, as will police if deemed appropriate by Director.

QUALITY Rating and Assessment

SMCELC OSHC service is registered to participate in the Quality Rating and Assessment process through ACECQA All services are approved, enabling customers to apply for Child Care Benefit from the Family Assistance Office. Parents/Guardians are encouraged to discuss Quality Assessment with staff to gain an understanding of how we fulfil requirements such as staff child interactions, community involvement or programming.

Quality Rating certification is displayed at the SMCELC OSHC service.

STAFFING

SMCELC OSHC management endeavours to provide adequate, relevant and ongoing training and development for staff to enable them to do their job better and to comply properly with these policies and procedures and other requirements of SMCELC OSHC.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Child Protection Policy.

STAFF CODE OF Conduct

SMCELC OSHC has adopted a professional Code of Conduct for OSHC staff to establish a consistent and diligent approach to working with children, families, management and other staff in the OSHC community. The Code of Conduct provides a foundation on which to develop mutual respect, trust and appreciation of others. It defines values and enables our practitioners to reflect on their roles and to make responsible choices.

The Staff Code of Conduct addresses staff conduct in relation to children, families, colleagues, management and the community.

SUN SAFETY

Children, staff and volunteers will wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This Sun Smart policy follows guidelines recommended by Cancer Council.

Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities in summer time, which will be kept to a minimum during the hours of 10.00am and 3.00pm.

SMCELC OSHC has made a commitment to the best possible sun smart practices by supplying SPF 30 broad-spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. If your child has their own sunscreen, please inform staff in the morning of care. Sunscreen will be applied approximately twenty minutes prior to going outside. Children are encouraged to reapply every two hours whenever they are outside. Children will be reminded to apply sunscreen appropriately and regularly.

Clean, cool water is readily available to children. Staff will remind the children to drink more in summer months. The service recommends the children bring a 500ml drink bottle, especially for Vacation Care excursions. This bottle should be clearly named.

Sun Smart clothing to be worn outdoors. Children without adequate sun protection will play indoors or under cover areas only.

TOILETING

SMCELC OSHC recognizes that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. Thus SMCELC OSHC seeks to ensure that the children's health and safety with personal hygiene is supported while protecting their dignity and safety.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes to the service. Parents/Guardians of children who require regular assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

VOLUNTEERS AND STUDENTS

Volunteers are a valued and integral part of SMCELC OSHC accepts students from local schools, TAFEs and universities as volunteers or students. Photos of these students will be posted on the wall near the sign in/out book.

USE OF PHOTOS

On occasion your child may be photographed participating within the day-to-day activities we provide at SMCELC OSHC. These photos are not intended to act as anything other than for display within the service and used as part of our programming process and not for promotional or advertising material. The children take great pride in having their day-to-day lives documented this way.



If a student is undertaking work experience or a prac they may need to conduct a child profile as part of their studies, parents/guardians will be consulted and be required to give written permission.

We trust you find this handbook useful and informative. If you need any further information please contact the Director at SMCELC ph. 64562569

