

West Wimmera Health Service



Out of School Hours Childcare Service

Policy & Procedure Manual

September 2023

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SERVICE PHILOSOPHY

OUR PURPOSE

Great Care: Every Person, Every Time.

OUR VALUES

- Total Care – delivering care that is safe, effective and person centred, always
- Safety – providing a safe workplace and services free from avoidable harm
- Unity – working well together in a great place to work
- Accountability – doing the right thing by our stakeholders and each other
- Innovation – using our imagination, if there is a better way we will find it

OUR PHILOSOPHY

The WWHS Out of School Hours Childcare (OSHC) program strives to create an environment for school aged children, which is rich in opportunity for play, creativity, recreation and fun with a focus on meeting children's developmental and emotional needs.

Play provides a vehicle for children to be creative, imaginative, resourceful, resilient, persistent and to be confident and involved learners. Play encourages in the child a love of learning and encourages holistic development.

When children play in peer groups, they have the opportunity to test ideas, extend and challenge each other's thinking, develop new understandings, and become effective communicators. Through play children develop empathy, consideration, and an understanding of complex social rules. The social aspects of play support the child to build a strong sense of identity and wellbeing, both as an individual and the member of a group. Play enables children to be connected, and to contribute, to their world.

Our environments are a place of belonging, where there is space for everyone to feel safe, to feel they are heard, and to share their ideas, understandings and learning. They are reflective of the current interests and values of the people using them. We develop and plan our environments collaboratively to ensure there are places for everyone to wonder, explore, investigate and belong, either alone or in a group.

We believe learning, leadership and responsibility should be shared amongst everyone in our OSHC community, including educators, parents, children and volunteers.

We endeavour to foster co-operative and collaborative group relationships and positive behaviours with children, parents, staff and relevant community members.

We encourage and welcome open discussion with all on issues relevant to our OSHC service and attempt to adopt all reasonable ideas into a program that is safe, flexible, and friendly and promotes respect, individuality, health and wellbeing.

We celebrate our differences through acknowledgement and acceptance of diversity in backgrounds and abilities of all children and families within our community. We value the insights and traditions that can be shared, respected and appreciated. We acknowledge and value the traditional owners of our land, the Aboriginal community.

Our OSHC program is a place of inclusion, equity and diversity.

Children are successful, competent, capable and dynamic learners who deserve to be heard, respected, valued and included. We value the unique contribution of each child. The rights and best interests of children are paramount. Children

are recognized as individuals with unique ideas, understandings, interests and beliefs.

We encourage emotional development through verbal expressions of thoughts and feelings, promote acceptable ways of expressing feelings, and help children learn to recognize and accept emotions in others. We foster responsibility for oneself in self-help, health, safety and interpersonal relationships and facilitate independence to enable success and develop a healthy self-image.

Children are encouraged to participate in the planning and evaluation of the programs. We create opportunities to involve children in all aspects of practical decision making.

We believe that families are the most important people in children's lives and have valuable information and insights to share with us about their child and family. Educators encourage and value open communication with families and are respectful of individual beliefs, values, cultures and parenting styles.

We respect the child's and families' right for confidentiality, equity, fairness and respect their right for privacy.

We seek to support parents in their roles and to involve them in all aspects of the program, respecting their opinions and input. We want parents to feel confident that their children are safe, supervised, happy and involved while being considerate to individual family circumstances.

We offer quality services which actively promote the acceptance and inclusion of families of diverse abilities, traditions, structures and cultural heritage. We understand the importance of providing access to affordable care allowing families the opportunity to pursue their work, study or other commitments.

The provision of a supportive and positive work environment for our staff is a vital component of service quality and we will support our staff to thrive in their roles and careers generally.

We will provide qualified, caring and enthusiastic educators who will nurture each child's learning, thinking and development. We recognise, respect and value the contribution each team member has to the greater team.

We encourage and provide educators with opportunities to extend their professional knowledge and skills through in-services and training, and encourage team members to reflect on their professional work experience.

Educators are life-long learners alongside children, families and colleagues. Educators are recognised and respected as individuals who bring their unique skills, ideas and beliefs to the centre and to the programs they provide. Each educator is encouraged and supported through their professional and personal journey.

Educators are role models, participants, observers and provocateurs of children's play.

Educators support children through being available, emotionally and physically. Educators may play with children, support children to enter and exit play experiences, and enable them to explore equity within their play.

As educators we act as advocates for young children, families, the early childhood profession, and play. We value learning and early childhood education and care as integral to the development of individuals and of communities, and add our voice to the voices of advocates within the community and beyond.

We aim to support community understanding of child development to enhance opportunities for all children in our community.

We will maintain a quality service with continual improvement upholding the

- National Quality Framework (NQF)
- The School Aged Care Learning Framework - My Time, Our Place
- UN Convention for the Rights on the Right of the Child
- Early Childhood Australia's Code of Ethics
- Australian Children's Education and Care Quality Authority (ACECQA)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations .
- Our Policies and Procedures

STATEMENT OF COMMITMENT TO CHILD SAFETY

WWHS is committed to child and young people safety and wellbeing. We:

- actively listen to and empower children and young people.
- have zero tolerance for child abuse.
- have systems to protect children from abuse.
- promote and respect cultural safety for Aboriginal children, for children from culturally and/or linguistically diverse backgrounds and for children with a disability.
- provide safe physical and online environments.
- recognise that child victim survivors of family violence are victims in their own right.
- take all allegations and concerns very seriously, responding to them consistently and in line with our policies and procedures.

We will ensure our child safe commitment is promoted throughout the organisation via education and induction programs.

Reference: West Wimmera Health Service [Child Safety and Wellbeing Policy](#).

SAFE USE OF DIGITAL TECHNOLOGIES & ONLINE ENVIRONMENTS POLICY

West Wimmera Health Service is committed to providing a safe and secure environment for children in our care. The taking, storage, and sharing of images or videos of children will be strictly managed to prioritise child safety and wellbeing. In line with the National Model Code for Taking Images or Videos of Children while Providing Early Childhood Education and Care, the use of personal electronic devices for capturing, storing, or sharing images or videos of children is prohibited. Only service-issued devices may be used for this purpose.

This policy ensures:

- Children's rights to safety, dignity, and privacy are protected.
- All staff, volunteers, contractors, and visiting professionals comply with Victorian Government requirements.
- Clear guidance on the use, storage, and monitoring of devices and digital media in Early Childhood Education and Care (ECEC) settings.
- Transparency and accountability in how images and videos are collected, used, and stored.

Approved Devices

- Only **service-issued devices** may be used to take images or videos of children.
- Personal devices (e.g., mobile phones, tablets, cameras, USBs, SD cards, smart watches, wearables) **cannot** be used to capture or store images/videos of children.

Restricted Devices

The following personal devices are restricted while working directly with children:

- Phones, tablets, digital cameras
- Smart watches with recording/camera function
- Wearables (e.g., camera glasses)
- Storage devices such as USB drives, SD cards, hard drives

Storage and Retention

- All images and videos taken must be securely stored on the service's approved system.
- Files must only be kept for the required retention period and then deleted securely.
- No unauthorised transfer, download, or sharing of files is permitted.

Staff Responsibilities

- All staff, students, volunteers, and contractors must follow this policy and the National Model Code.
- Staff may only access personal devices during breaks or planning time/administration activities, not while providing education and care or working directly with children

- Staff must complete regular training on child safety and the appropriate use of digital technologies

Who the Restrictions Apply To

Restrictions apply to anyone working directly with children, including:

- Teachers, educators, casual and agency staff
- Students and practicum representatives
- Volunteers, including parent helpers
- Contractors delivering programs/incursions
- Allied health/inclusion professionals
- Coaches, mentors, preschool field officers, and school transition staff

Exemptions

Approved providers may authorise exemptions only for essential purposes. Exemptions must be:

- Approved in writing and documented in advance (where possible)
- Limited in scope and duration
- Not impacting supervision of children

Examples include:

- Emergency communication during excursions, outings, or transport
- Medical or disability-related requirements
- Family necessity (e.g., communication with an ill family member)
- Technology failure of service-issued devices
- Local emergencies (e.g., bushfire evacuation alerts)

Note: Personal devices may never be authorised to take images or videos of children.

When Restrictions Do Not Apply

Restrictions do not apply to people not working directly with children, such as:

- Parents and carers during drop-off/pick-up
- Authorised Officers, police, or other regulatory officers
- Maintenance contractors not providing education or care

Monitoring and Compliance

- The Approved Provider and Nominated Supervisor are responsible for enforcing compliance with this policy.
- Breaches will be treated seriously and may result in disciplinary action, reporting to regulatory authorities, or termination of engagement.

Staff Procedure Checklist

Before Working with Children

- Leave personal devices (phones, tablets, USBs, SD cards, smart watches, wearables) in staff lockers, bags, or another designated storage area.
- Ensure you have access to a **service-issued device** if you are required to take images or videos.
- Review and understand the National Model Code and the service's Digital Images and Videos Policy.

During Work with Children

- **Only use service-issued devices** to capture images or videos of children.
- Do **not** use or carry personal devices in learning or care environments unless you have written approval for an authorised exemption.
- Store all images and videos immediately on the service's secure system — do not save them to personal accounts, emails, or cloud storage.
- Check that images or videos are appropriate, respectful, and in line with child safety and wellbeing principles.
- Ensure all images and videos are only used for educational or documentation purposes and not for personal use.

Storage and Retention

- Upload images and videos to the designated secure storage system promptly.
- Label files according to the service's naming and record-keeping guidelines.

- Delete files securely once the retention period ends, following the service's data management process.

Breaks and Non-Contact Time

- Personal devices may be accessed only during scheduled breaks or planning time, away from children.
- Personal device use must never interfere with supervision or engagement with children.

Exemptions

If you need to use a personal device for an essential purpose (e.g., emergency contact, medical monitoring, family necessity):

- Seek **written approval** from the Approved Provider/Nominated Supervisor.
- Use the device only for the approved purpose and only for the duration of the approval.
- Never use personal devices to take or store images or videos of children.

When Restrictions Do Not Apply

- Parents/carers at drop-off and pick-up may have personal devices but must comply with broader child safe policies.
- Contractors, regulators, or police visiting the service (but not working directly with children) are not bound by these restrictions, though supervision requirements remain.

Compliance and Reporting

- Report any breaches of this policy immediately to the Nominated Supervisor.
- Cooperate with audits or spot checks of device use.
- Understand that breaches may result in disciplinary action, mandatory reporting, or regulatory escalation.

RECORD MANAGEMENT AND STORAGE PROCEDURE (R183)

All records will be maintained in a system that complies with requirements of the Education & Care Services National Law Act 2010, Education & Care Services National Regulations, the Information Privacy Act 2000, the Health Records Act 2001 and relevant WWHS policies.

PROCEDURE

1. All staff are responsible for the capture of all relevant correspondence (including attachments) and internally generated documents (including attachments) within their area of responsibility are captured into the relevant records management system.
2. All staff are responsible for the capture of all relevant e-mails, either sent or received, into the relevant records management system.
3. All staff are responsible for the safe custody of records in their possession.
4. All staff are responsible for the creation of file notes of telephone conversations, meetings, or conversations which commit to a particular course of action or which authorise the action of a third party.
5. Records will be kept by the service for a period determined by Public Records Office of Victoria and relevant State and Federal Government regulations (refer below).
6. The Program Coordinator will liaise with the Executive Director Quality and Safety to arrange any consignments or archive intakes or any proposed transfer of records to secondary archival storage.
7. Statistical data is maintained and kept regarding the utilisation levels of the service.
8. All children / family physical records will be stored in a safe and secure place i.e. a locked cupboard or filing cabinet.
9. Only staff working directly with a child will have access to their file.
10. All information kept on a family file is treated as confidential.
11. Staff will not take administration records home without the permission of the Program Coordinator.

As a minimum, the following documents / document types must be available for inspection at the service's premises:

- child assessments or evaluations
- incident, injury, trauma and illness records
- medication records
- staff records
- record of volunteers and students
- records of the responsible person at the service
- a record of educators working directly with children
- a record of access to early childhood teachers
- a record of staff engaged or employed by the service and family day care educator assistants approved by the service
- children's attendance records
- child enrolment records
- a record of the service's compliance with the Law
- a record of each nominated supervisor and any person in day-to-day charge of the education and care service
- a record of children embarking a means of transport at the premises
- a record of children disembarking a means of transport at the service premises.

The documents referred to above in the provision above in relation to a child enrolled at the service must be made available to a parent of the child on request.

If a parent's access to information of the kind in the documents referred to in the first provision above is limited by an order of a court, the approved provider must refer to the court order in relation to the release of information concerning the child to that parent.

Periods of Storage

- The records must be kept:
 - if the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the service, until the child is aged 25 years;
 - if the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the service, until the child is aged 25 years;
 - if the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death;
 - in the case of any other record relating to a child enrolled at the service, until the end of 3 years after the last date on which the child was educated and cared for by the service;
 - if the record relates to the approved provider, until the end of 3 years after the last date on which the approved provider operated the service;
 - if the record relates to a nominated supervisor or staff member of the service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service;
 - in case of any other record, until the end of 3 years after the date on which the record was made.

Relevant Procedures:

[Arrival and Departure Procedure](#)

[Accident Procedure](#)

[Illness Procedure](#)

[Medication Procedure](#)

[Receipting Procedure](#)

[Child Care Benefit Procedure](#)

[Excursion Procedure](#)

[Privacy Procedure](#)

[Reporting Concerns about Children or Young People Procedure](#)

References:

Education & Care Services National Law Act 2010

Education & Care Services National Regulations

The Information Privacy Act 2000

The Health Records Act 2001 Children

Youth and Families Act 2005

CHILDREN'S RECORDS

1. Each family has an individual file that is maintained in a system compliant with requirements of the Information Privacy Act 2000.
2. Families are advised of the type of information collected in regard to their child and the purpose of this is stated on the forms and in the Parent Handbook.
3. The service is required to report to various government departments in order to meet funding and service requirements.
4. All information regarding children is provided to government departments in a non-identifying way except in the case of Child Care Benefit.

All staff are responsible for ensuring that:

1. Documentation pertaining to children's health and development is kept in their family file.
2. All documentation in family files is kept up to date.
3. Records are secured in the Xplor program.
4. Only program staff have access to a child or family file.
5. All information is treated as confidential.

The following records will be kept within Family Files – (list is not exclusive)

1. Enrolment form
2. Excursion Forms
3. Relevant Court Orders
4. Medical Management Action Plans
5. Family contact details
6. Emergency contact details
7. Accident and Illness forms
8. Any records relevant to a child's health and development

Relevant Procedures

[Excursion Procedure](#)

[Children's Individual Medical Plan Procedure](#)

[Access to Children Procedure](#)

[Privacy Policy](#)

[Child Care Benefit Policy](#)

[Medical Conditions](#)

References:

Education & Care Services National Law Act 2010
Education & Care Services National Regulations.
The Information Privacy Act 2000
The Health Records Act 2001 Children,
Youth and Families Act 2005

QUALITY ASSURANCE

The OSHC service will strive to meet the highest level of the National Quality Standard (NQS) at all times.

1. Staff will be supported in the implementation of and ongoing maintenance of compliance with the NQS.
2. Programs are prepared to meet the requirement of the National Quality Framework (NQF).
3. Staff meetings are used as an opportunity to discuss and reflect on the quality of the service.
4. Team members / staff are allocated responsibility for specific tasks and for ensuring they are maintained in accordance with the NQS.
5. The service's Quality Improvement Plan is a record of how the service is working towards and maintaining high quality childcare and is to be consulted and updated on a regular basis i.e. at least monthly.

References:

[Australian Childrens Education and Care Quality Authority](#)
[National Quality Standard](#)



ENROLMENT PROCEDURE

Pre enrolment

Children and families are invited to the program where they can ask questions and meet the children and staff before the care starts.

1. All children must be enrolled before receiving care.
2. An enrolment form is completed for each child who attends the service.
3. Children must be re-enrolled on an annual basis and details updated.
4. Families must advise program staff of any changes to details and staff must update records accordingly.

The following information is required on the enrolment form
(list is not exclusive):

- Child's name, address and date of birth
- Parent's name, address and date of birth
- Custody/court orders relating to custody or access and a copy of such orders are to be kept in the Family File for reference.
- Name, address and contact numbers (home and work) of parents / guardians / authorised persons.
- Details of authorised persons able to collect the child.
- Written permission for the child to leave the service unaccompanied, such as to attend sporting or creative sessions during program times.
- Medical details of the child including any action plans that have been developed and name, address and contact number of child's doctor.
- Special considerations or needs relating to the child.
- Details of authorised persons able to be contacted in an emergency.
- Written authorisation to seek emergency medical, hospital and ambulance services.

Enrolment forms are available from WWHS website.

Parents/Guardians are advised:

1. There is an OSHC Parent Manual available upon request and they are encouraged to read the manual.
2. They must be willing to comply with the OSHC Manual in order to access the service.
3. They are asked to sign the enrolment form confirming that they are aware of and agree to abide by the conditions outlined in the OSHC Manual.

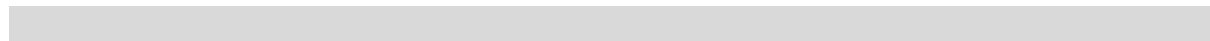
References:

Education & Care Services National Law Act 2010
Education & Care Services National Regulations .

COMMENCEMENT OF CARE PROCEDURE

Out of School Hours Programs will ensure that all children are made welcome and oriented to the service and its routines upon commencement.

1. On enrolment parents will be asked if their child is new to the service, or is in prep and which class they are in.
2. All children will be collected from their school and escorted to the service.
3. All new children are instructed as to which areas they may play in whilst at the service.
4. New children are oriented to the program including where bags are kept, snack times, expectations and are 'buddied' with other children in the program if they do not know anyone else.



BOOKING PROCEDURE

1. Bookings must be made in advance.
2. Late or casual bookings may be accepted subject to staff availability and staff/child ratios.
3. Cancellation of bookings or non attendance must be advised either by telephone or in person between the hours of 9.00am and 3.00pm or by leaving a message on (0408 375 744) prior the cancelled usage.
4. Staff will check telephone messages prior to the session for any cancellation.
5. Staff will contact parents/guardians as soon as possible if care is not available.
6. Any changes or additions to bookings must be approved by the Coordinator.
7. Late cancellations will incur a full fee.

ATTENDANCE PROCEDURE

AFTER SCHOOL PROGRAM

1. All children are collected at their school according to the booking sheet filled in by Staff. If children do not arrive at the meeting point at the school, confirmation of their attendance at school is sought by the office / parent or guardian.
2. All children are escorted to the service by a staff member who signs the child into the service on the WWHS OSHC Attendance Record form.

VACATION PROGRAMS

1. All children are signed in and out by the parent/guardian on arrival and departure.
2. If at any time a child appears to be missing staff will contact parent/guardian or emergency contact.
3. If a child appears to be missing or otherwise cannot be accounted for or appears to have been taken or removed from the service contrary to the Education & Care Services National Regulations the Children's Services Authorised Officers and/or the Departmental Secretary must be notified immediately.

References:

Education & Care Services National Law Act 2010
Education & Care Services National Regulations .



NON COLLECTION OF CHILDREN PROCEDURE

1. WWHS Out of School Hours will ensure the safety of children not collected from the service by closing time (6.00pm after hours care).
2. The following procedure will be followed for children remaining at the service after 6:00pm:
 - Staff will attempt to contact the parents/ guardians / authorised persons by 6.15pm.
 - If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form. If these are not contactable staff are to ring the Co-ordinator.
 - If still not contactable, the staff will wait for the parents until 7.00pm.
 - The children will be reassured and made comfortable whilst staff are trying to contact the parent.
 - If by 7.00pm, the parent/guardian/authorised persons have not been contacted, staff will contact the Police for direction.
 - The Department of Health is contacted to advise of the action offered by Police.

ARRIVAL AND DEPARTURE PROCEDURE

All children attending the WWHS Out of School Hours Childcare service must be signed in and/or out by the parent / guardian / authorised person every session (signing in and out includes the date and time of arrival and departure).

For all programs:

Parents / guardians / authorised persons must sign the attendance register upon arrival and departure.

For the After School Care Service:

1. The child is marked as present upon arrival to the service by staff.
2. Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 18 unless the service is advised by letter prior to collection.
3. No child is permitted to leave the centre with a person who is not authorised by the parent / guardian.
4. Authorised persons who are unknown to staff must provide proof of identification when collecting the child from care.
5. Hand written and signed notes from the parent / guardian / authorised person must accompany a child requesting to leave the service alone.

For children leaving the service during a session to attend another service/activity:

1. Children attending another service e.g. sport, music etc, are signed in and out of the book by staff.
2. The service cannot accept responsibility for the child once they have left the service.

For the Vacation Care Service:

1. Written permission must be provided to service staff to allow another person to collect their child from care.
2. Verbal permission over the telephone may be provided to Service staff to allow another person to collect their child from care, but must be followed up with written permission.
3. Staff will request from the parent / guardian a description of the person if unknown by staff. Proof of identity will be required i.e. driver's license number be recorded in the communication book.

References:

Education & Care Services National Law Act 2010
Education & Care Services National Regulations.
DET Child Care Service Handbook



CANCELLATION OF CARE PROCEDURE

Families are required to notify the service of any changes to booking arrangements.

Seven days' notice is required in writing for cancellation of full time booked care or change of booking.

Families who do not notify the service of intention to cancel will be charged the full session fee for a one week period. This fee will be ineligible for Child Care Benefit if the child does not attend.

References:

DoE Child Care Service Handbook



CHILD CARE BENEFIT PROCEDURE

“Child Care Benefit (CCB) is a payment made by the Australian Government to families to assist with the costs of child care.”

All families will be notified of the availability of Child Care Benefit (CCB) and advised to contact Centrelink / Family Assistance Office to apply.

In order to be eligible for CCB, families must provide the following information prior to accessing the service:

1. Child's date of birth
2. Child's Centrelink Client Reference Number (CRN)
3. Date of birth of parent who is applying for CCB
4. Centrelink Client Reference Number for parent applying for CCB

Parents also need to inform the service if the child enrolled attends any other approved Child Care Service eg Family Day Care Service as each child is only entitled to 42 absence days across all services attended.

Parents must advise the service if they have other children in a Commonwealth service such as Family Day Care or Long Day Care.

The Special Child Care Benefit (SCCB) will be made available to families meeting the criteria contained within the guidelines of the CCMS Child Care Service Handbook.

Weekly/Fortnightly statements of usage and CCB paid will be issued to families.

References:

[Child Care Provider Handbook](#)

[Guide to Special Child Care Benefit](#)



ABSENCES PROCEDURE

The WWHS Out of School Hours Childcare service will comply with the requirements of the funding guidelines as outlined in the [Child Care Provider Handbook](#) for absences.

The Coordinator has the responsibility to ensure that:

- Families are informed of their responsibilities in regard to absences from care.
- The service completes the following administrative tasks:
 - * Advise Parents / Guidance when an allowable absence is being claimed.
 - * Obtain documentation to support absence over the 42 allowable days.
 - * Medical certificates and written statements are to be retained in the child's file, for at least 3 years.

Parents have a responsibility to ensure that:

Written notification of allowable absences is provided by the service.

References:

[Child Care Provider Handbook](#)



FEES & CHARGES PROCEDURE

1. Fees are reviewed annually by WWHS.
2. Fees are subject to change at the discretion of management.
3. Fees are charged on a per session basis per child.
4. Parents/guardians will be notified of fees in advance of being charged.
5. Additional fees will be charged for extra activities, excursions and late bookings.
6. Invoices will be issued on a fortnightly basis.
7. Parents/guardians will be notified 14 days prior to any changes to the policy or procedure being undertaken.

References

[Child Care Provider Handbook](#)



NON PAYMENT OF FEES PROCEDURE

1. Accounts are issued fortnightly.
2. Accounts must be paid within 14 days, before the next account is issued.
3. Accounts more than two weeks in arrears will be requested to pay within 7 days.
4. If accounts remain unpaid the following fortnight a FINAL NOTICE will be attached to the account.
5. The Co-ordinator or an officer from WWHS Finance Department will speak with the debtor to discuss payment options.
6. If an account remains unpaid or a satisfactory payment plan has not been agreed and adhered to, care will be unavailable until payment is made.
7. Further non action will result in the account being referred to a third party (i.e. debt collector or legal firm) for collection of payment plus any costs incurred.

Relevant Policies, Directives & Procedures:

Fees & Charges Procedure

References:

[Child Care Provider Handbook](#)



FAMILY INVOLVEMENT PROCEDURE

The WWHS OSHC service is committed to working with families in a collaborative manner in order to provide high quality child care that meets the needs of children, families and the community. Parental participation and communication is critical to the success of the service and its programs.

Our service actively encourages family involvement in the development of programs noting in particular the following:

- Families are encouraged to participate in fundraising and accreditation activities and processes.
- Annual evaluations are conducted to allow families to have input into the future planning of the service.
- Informal evaluations of the service occur throughout the year.
- Parents / guardians are encouraged to attend the service to observe and participate with their child in their child's activities.
- Families are encouraged to participate in ways that acknowledge and value diversity.
- Special events that complement the children's program are held throughout the year to enable parents to attend and view the service and meet the staff.
- Staff are encouraged to become familiar with all family members' names.
- Staff are expected to make family members welcome upon arrival.
- Staff will ensure that the service is accessible to families at all relevant times.



PARENTAL REQUESTS PROCEDURE

- Staff will consider all requests from families in regard to their children.
- Where a parental request cannot be fulfilled an explanation will be provided.
- Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service.
- Developmental disadvantages are explained to families when a request is made regarding their child to enable them to make an informed decision.
- Respect is given to families in regard to their right to make decisions on behalf of their child.

References:

[ECA Code of Ethics](#)

[UN Declaration on the Rights of the Child](#)



ACCESS TO CHILDREN PROCEDURE

All parents / guardians and authorised persons have access to the OSHC program and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

The staff have the responsibility to ensure that:

- A copy of all court orders in relation to residence and specific issues orders are provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially.
- Parents are required to notify the service of any changes to these documents as soon as they occur and provide a copy for the family file.
- If the service does not have a copy of the court order it will assume that both parents have equal custody of the child therefore both have access.
- In the event that a parent breaks a Court order and seeks access to the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stall the parent from taking the child and then the police will be contacted if deemed necessary by the staff.

Parents have a responsibility to ensure that:

- The service is provided with a copy of all current court orders in relation to their child.
- The Co-ordinator is notified if there are any changes to these orders as soon as they occur.

References:

Education and Care Services National Regulations



REPORTING CONCERNS ABOUT CHILDREN OR YOUNG PEOPLE

Refer to [WWHS Child Abuse – Mandatory Reporting Policy](#)



COMMUNICATION PROCEDURE

The role of the family in the Outside School Hours Childcare service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child which can be shared with the service. Communication must be two-way in order to ensure maximum benefit to the child and family. Staff will tell families about their child session and in return families will share relevant changes, issues, needs and interests of the child with the staff. This two-way communication should occur on a regular basis.

OSHC service staff will provide information to families on a regular basis via a range of methods including: newsletter, notice boards and face to face communication with staff.

- All families will be provided with a copy of the WWHS Out of School Hours Childcare Parent Handbook upon enrolment.
- Newsletters and notices are issued to families, as they become available.
- The Co-ordinator is available to discuss centre programs and activities at any time.
- Parents are requested to read the notice boards and program plans displayed at the service in order to keep informed of activities at the service.
- Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the Co-ordinator.
- WWHS Out of School Hours Childcare services accesses a translation and interpreter service for families who cannot speak or read English.
- Staff are required to initiate and facilitate regular communication with parents / guardians.
- Staff will provide parents / guardians with feedback regarding their children's progress.
- All communication will occur in a respectful and courteous manner.
- Families will notify staff of any relevant information about their child's health, development and personal/family matters.

References:

[Child Care Provider Handbook](#)

PRIVACY POLICY

The WWHS OSHC service must comply with the Information Privacy Act 2000 (Vic) and the Health Records Act 2001, which governs the collection, use, disclosure and management of personal information.

WWHS Out of School Hours programs will operate under the [WWHS Privacy Policy](#)

Access to a family/child file can be requested through the WWHS Freedom of Information Officer.

References:

[Child Care Provider Handbook](#)

[Australian Privacy Principles](#)



COMPLAINT PROCEDURE

Complaints received by WWHS are seen as opportunities for improvement and are encouraged.

All parents/guardians and children have the right to have legitimate grievances investigated and resolved.

Complaints should be made in accordance with the WWHS Feedback Policy.

Investigation of the complaint will be carried out by the appropriate person, with all results and outcomes registered on the confidential complaints file.

[WWHS Feedback Policy](#)



PROGRAM PROCEDURE

The OSHC service is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment.

The OSHC will offer a planned, flexible and balanced program which will respond to children's interests, needs and stages of development.

The program will be developed in collaboration with children, parents / guardians and staff.

The staff team has the responsibility to ensure that:

- Overall planning for the OSHC service involving the children and parents / guardians occurs.
- The program is developed and shared with parents / guardians via noticeboard and/or newsletters and/or handouts.
- The children's program is displayed at the service.
- Children are encouraged to respect individual differences and respond by providing play experiences which recognise the importance of peer group relationships.
- Child-centred programs are conducted where children have ample opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively.
- Children are offered both active and quiet experiences and areas within the indoor and outdoor program.
- Children are provided with choices in their play and recreation.
- Planning is undertaken for both individuals and the whole group.
- Children are provided with opportunities to work on and complete individual and group projects over a period of time.
- Experiences provided are developed to suit the age and developmental ranges of all children attending the service.
- Games and activities are altered where appropriate to ensure all children are able to participate fully.

An education program is to contribute to the following outcomes for each child –

- The child will have a strong sense of identity;
- The child will be connected with and contribute to his or her world;
- The child will have a strong sense of wellbeing;
- The child will be a confident and involved learner;
- The child will be an effective communicator.

References:

[Framework for School Age Care in Australia](#)

POSITIVE GUIDANCE OF CHILDREN PROCEDURE

The OSHC service is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to co-operate with others.

The staff team has the responsibility to ensure that:

- They know all children's names and address each child individually upon entering and leaving the service.
- They communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon their response.
- Children are provided with a role model that reflects values and attitudes of the local community.
- Children are supervised actively at all times.
- Children are encouraged to be considerate and supportive to each other.
- Moral development is considered in the planning of the program.
- Children are encouraged to undertake their own problem solving and negotiation with the support of staff through a range of strategies.
- "I" messages and redirections are methods used for misguided behaviour.
- Children are supported by staff that will assist them to label their feelings and find appropriate ways of expressing them.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing safety practices.
- They encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct.
- Children are involved in developing behavioural guidelines and consequences of inappropriate behaviour for the service.
- All children and parents / guardians feel welcome, appreciated and respected whatever their socioeconomic status, culture, colour of skin, race, ability, family type, belief system or lifestyle.
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines.
- Children and parents are involved in the development of behavioural plans when behaviour consistently conflicts with the services behavioural guidelines.
- Sympathy and support is provided to upset children.

The Co-ordinator is responsible to ensure that:

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behaviour fail or affects/endangers other children or staff.

Interactions with Children

An approved provider must take reasonable steps to ensure that the education and care service provides education and care to children in a way that –

- Encourages the children to express themselves and their opinions;
- Allows the children to undertake experiences that develop self-reliance and self-esteem;
- Maintains at all times the dignity and rights of each child;
- Gives each child positive guidance and encouragement toward acceptable behaviour; and
- Has regard to the family and cultural values, age and physical and intellectual development and abilities of each child being educated and cared for by the service.

References:

National Quality Framework

ANTI-BULLYING PROCEDURE

Bullying is one of the top three concerns for both boys and girls aged between 5 and 14 who call Kids Help Line. Calls about bullying have continued to increase steadily over the past five years – in 2000 Kids Help Line counsellors spoke to nearly 7000 callers about this issue. It is now recognized that there is an indisputable link between bullying in childhood and adolescent anxiety, low self-esteem, loss of confidence and depression and self-harm. Research has shown that one in six Australian students are bullied every week, and that those children are three times more likely to develop depressive illnesses.

Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us", "They're such a #@*"). Bullies may have reasons for their behaviour such as; they get attention or even popularity, it's fun, it makes life less boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

Adults can:

- listen to the child's point of view
- provide consequences
- focus on the behaviour
- use a problem-solving approach
- help the young person develop empathy
- maintain good relationships with the young person
- look out for bullying behaviour in adult models - including teachers and parents
- stay calm and help find other ways of managing situations and problems
- say clearly that it is NOT OK to bully; and
- describe what it might look like if there was no bullying.

The OSHC service is committed to developing a safe and secure environment, which encourages children to interact positively with respect for others.

The staff team has the responsibility to ensure that:

- They are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying
- It is safe for children to report bullying
- Children are taught the differences between "dobbing" and "asking for help". "Dobbing" is when you tell what someone has done which is against the rules. It usually gets someone into trouble. Asking for help is when you tell what someone has done to a person against their wishes. It usually gets someone out of trouble.
- Everyone knows the consequences of bullying.
- Children are encouraged to be considerate and supportive to each other.
- Children are encouraged and supported in developing friendship skills.
- Children are assisted in developing assertiveness and confidence and self-protection skills - how to walk confidently, stay alert to what's going on around them, and to stand up for themselves verbally.
- Comments are made on kindness toward others so that young people know that kindness is valued.
- The safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing safety practices.
- Children are taught ways to resolve arguments without violent words or actions.
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance.

The children are expected to:

- Refuse to watch bullying
- Report bullying incidents
- Attempt to persuade the person being bullied to talk to an adult
- Encourage the person being bullied to talk to them about what is happening
- Offer to speak to an adult on the bullied person's behalf
- Tell the bullies that they are determined to see that they stop

The Co-ordinator is responsible to ensure that:

- Alternative care has been discussed with parents/guardians and may exclude a child from the service if all attempts to modify their behaviour fail and other children's safety is compromised.

References:

[Victorian Government Bullying Resources](#)

www.kidshelp.com.au for anti bullying tips and general advice about children

[WWHS Unacceptable Workplace Behaviour and Equal Opportunity Policy](#)



PLANNING PROCEDURE

Planning is an integral part of the OSHC service, and encourages all stakeholders (children, parents / guardians, and staff) to be involved in its development.

WWHS allows some non-contact time for program planning and administration within its OSHC service.

The Co-ordinator is responsible to ensure that:

- Staff will provide opportunities for children and parents to participate in program planning.
- All staff are paid to attend the team program planning meetings once a fortnight. It is expected that staff will spend time planning the program, evaluating past activities and addressing individual needs and issues.



ENVIRONMENTALLY RESPONSIBLE PLANNING POLICY

The OSHC service encourages environmental awareness and provides relevant experiences and materials to enhance children's understanding of these issues.

The staff have a responsibility to ensure that:

- Children's environmental awareness is encouraged through everyday experiences and specific activities or excursions.
- Recyclable materials are used at all available opportunities.
- Children are provided with experiences that utilise natural materials where possible.
- The staff and children keep the OSHC area clean of all rubbish and dispose of all items in an environmentally appropriate manner.
- They use both formal and informal opportunities to educate children about caring for the environment.
- When considering purchases for the service staff purchase environmental friendly products where possible.
- Unused food scraps are composted where appropriate.
- Relevant WWHS policies are complied with.

[Single Use Plastic Items \(excluding medical items\) Policy](#)
[Waste Disposal – Clinical and Related Waste Management Policy](#)



HOMework PROCEDURE

Children who attend the service full time may find it difficult to undertake homework tasks at home. Out of School Hours Programs support positive relationships between parents and children and therefore understand that the time and place for homework to be undertaken within the OSHC service is critical for some families. It is also important that children are able to make choices about whether they undertake their work and when they plan to get it done.

- Staff will attempt to provide a quiet, safe area for children to undertake homework tasks.
 - The Service will not take responsibility for completion of homework; this is the responsibility of the parent / guardian and child.
 - Staff will encourage children with homework tasks as part of the daily program of experiences.
 - Time and opportunity is allocated each session to allow homework to be attempted.
 - An appropriate place is provided for children to participate in homework tasks.
 - Staff are available to support and assist children with homework where necessary.
 - Children are linked together to undertake like tasks.
-

OUTDOOR PLAY AND RECREATION PROCEDURE

- The Out of School Hours Childcare service encourages all children to participate in outdoor play and recreational activities on a daily basis.
- Staff will ensure outdoor equipment is appropriate to the developmental levels of the children being catered for.
- Children will have access to materials and equipment that can be used in a range of ways to provide challenge and problem-solving experiences along with physical development.
- Both passive and active experiences are provided outdoors.
- Group and solitary experiences are provided for in the outdoor space.
- The outdoor curriculum focuses on all areas of child development.
- Energetic play is encouraged whilst outdoors.
- Ball games, obstacle courses and other large muscle experiences are offered outdoors.



SPECIAL ACTIVITIES / VALUE ADDED SERVICES PROCEDURE

The Out of School Hours Childcare service will provide specialist activities as part of the planned program.

- The Co-ordinator or staff will research the availability of special activities within the community and community organizations.
- The children will be provided with the opportunity to access appropriate specialist activities.
- The Co-ordinator will consult with families on the appropriateness of specialist activities.



EXCURSION PROCEDURE

The Out of School Hours Childcare service considers age appropriate excursions/ incursions to be an integral part of the OSHC service as they provide variety which adds to children's life experiences.

- Parents will be advised in writing about planned excursions.
- Parents/guardians sign an excursion authority to give permission for their children to participate in local and major excursions.
- Parent/guardians written consent is filed with the child's information.
- There are a minimum of two staff on duty at all times
- Staff supervise children closely on excursions and conduct head counts and similar supervision techniques. They also require children to adhere to safety precautions.
- Staff take the following on all excursions:
 - Copies of parent / guardian information and emergency contacts
 - Copies of children's health information
 - Medication and First Aid Equipment
 - A mobile phone
 - Copies of staff information and emergency contacts
- Staff will hold appropriate First Aid certificates.
- When the service visits an unfamiliar location, where possible and practical, a staff member will attend prior to the day to gain safety information and determine the location of toilets, lunch area, play area and possible activities etc.
- A risk management plan will be in place for excursions.

References:

[National Regulations](#)

EVALUATION PROCEDURE

The OSHC service believes that continual assessment and evaluation of the service by the operator, parents / guardians, staff and children is integral to successful program planning.

- Children and parents are surveyed regularly to ensure the program offered reflects their needs and interests.
 - A variety of survey techniques are used with children which may include informal discussion, pre-enrolment surveys, a suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklist.
 - Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings.
 - Parents / guardians and staff will work collaboratively towards continuous improvement via service evaluation including suggestion boxes, parent surveys, informal discussion, and formal discussion at parent and committee meetings.
-

RESOURCE AGENCIES AND REFERRALS PROCEDURE

Resource agencies and workers are accessed to assist staff in meeting the individual health and developmental needs of children.

Families are consulted before a resource agency is contacted for assistance with their child's health and development.

- Permission is obtained from parents/guardians prior to referral to any agency.
- The team is represented at local network meetings and training sessions.
- Links are made with key workers and agencies.



CHILDREN'S INDIVIDUAL NEEDS PROCEDURE

The service will ensure that all children are catered for within the program plan.

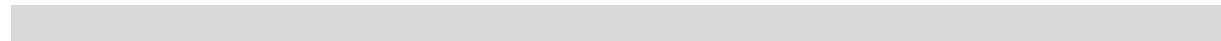
- The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities.
- Experiences are adapted to meet the needs of individual children.
- Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.
- Support agencies are used (with parental permission) to maximize the inclusion of all children into the service.



EQUITY POLICY

All children have equal access to equipment, resources and play spaces within the OSHC service.

- The service will ensure that all experiences and materials are non-stereotypical in their presentation.
- Staff will model equity in their interactions with children, adults and other staff members.
- Staff will encourage fairness in children's play and recreation.
- The service displays posters and other materials which portray equity in all environments.
- Children are encouraged to participate in all experiences provided in the program.



CELEBRATIONS AND FESTIVITIES

The Out of School Hours Childcare service acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others.

- The program includes a range of experiences representing everyday life for the community we live in on an ongoing basis.
- Celebrations do not focus on one specific festival or aspect of the culture and are not the only inclusive practice undertaken.
- Staff use the opportunities of holidays and festivals to teach children that not all people approach these times in the same way as others.
- Children are encouraged to celebrate festivities related to their culture or lifestyle with the group i.e. sharing information/resources related to the event celebrated at home.
- Parents are encouraged to provide ideas and help in selecting materials and celebrations for the provision of culturally relevant experiences within the program.

References:

[Victorian Co-Operative on Childrens Services for Ethnic Groups \(VICSEG\)](#)



CULTURAL INCLUSION AND RELIGIOUS BELIEFS

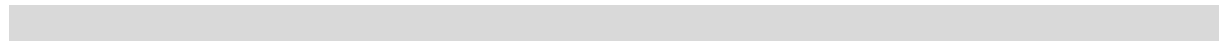
The Out of School Hours Childcare service is non-denominational and therefore does not teach religion to the children.

- An anti-biased approach to programming which is sensitive to all cultures, religions and ethnic groups is offered.
- Materials which depict the multicultural and diverse society that we live in are provided.
- Staff encourage children to respect and value each other.
- Staff are aware of the diverse family structures that are present within the service.
- Staff and families have access to resource agencies to help interpret and translate as required.
- Staff review practices to meet the individual needs of children where appropriate.
- Children's religious beliefs are catered for within the service where appropriate i.e. grace before meals or provision of a prayer mat.
- Materials used in the service are checked to ensure that they are reflective of the society we live in.
- Staff model an attitude of value and respect for all cultures and religious practices.
- Staff respond to children's needs and interests in a culturally sensitive way.
- Staff research child rearing and family practices of the families attending the service.
- Staff acknowledge and promote family diversity within the program.

References:

[WWHS Diversity Plan 2023-2026](#)

[Victorian Co-Operative on Childrens Services for Ethnic Groups \(VICSEG\)](#)



RESOURCES AND EQUIPMENT PROCEDURE

The Out of School Hours Childcare service recognises that in order to effectively coordinate a service, safe and secure storage facilities need to be provided for the storage of the following items:

- Administration requirements including children's records
- Children's games and equipment
- First aid equipment
- Cleaning materials as well as other potential hazardous items.

The Out of School Hours Childcare service believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained.

A range of equipment will be provided to allow for a balanced program meeting the developmental, recreation needs and interests of all children.

- The Co-ordinator seeks approval for the purchase of equipment through the WWHS procurement process.
- All equipment purchased or donated to the service meets Australian Safety Standards.
- An inventory of equipment is kept.
- Staff checks equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use and reported to the Co-ordinator or Manager Primary Care
- Unsafe equipment is removed from use and disposed of or repaired.
- Equipment and resources are stored in a safe and secure place.
- Where possible children and parents / guardians will be consulted on the purchasing of new equipment to ensure that the items are both appropriate and desirable.
- Staff instruct children in the proper use of equipment and resources.
- Toys of war are not used in the service.
- The following storage areas will be made available to the service:
 1. Store room in the main area of service.
 2. Store room for dangerous products, separate from main store room and away from children's play areas.
 3. Storage shed for staff access within the service area.
- An allocation is annually budgeted for the purchase of new equipment and resources.



VIDEOS, TELEVISION, COMPUTERS, SMARTPHONES, TABLETS & ELECTRONIC GAMES PROCEDURE

The Out of School Hours Childcare service is considered to be an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as videos, television, computers, smartphones, tablets and electronic games will be offered in a balanced program of activities.

- The amount of time children can participate in the following experiences: television, video and films, computers, smartphones, tablets and electronic games will be limited.
- Staff and children will decide together the amount of time the above experiences will be limited to as a part of the program development.
- The content of program and games is appropriate for all the children present and does not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. PG ratings will be individually assessed by the service and parents / guardians for appropriateness.



TOYS FROM HOME

The OSHC service recognises that children sometimes bring their own toys to school

- Families are made aware of the impact that war toys may have on young children and that such toys are not permitted at the service. Children are asked to keep war toys in their bag whilst in care.
- Children are encouraged to keep toys from home in their bags to ensure they are safe and secure.
- Families and Children are aware that staff will not be responsible for toys brought to the program by children in care.

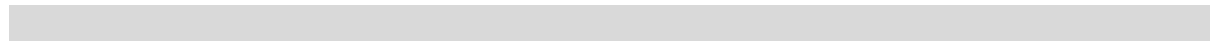
FACILITIES AVAILABLE

The OSHC service is committed to complying with the space requirements identified in the National Regulations. This is essential for ensuring that children can use the space in a way that maximizes their enjoyment of the activities in a safe manner.

- Indoors- provision of quiet areas, space for arts and crafts, a space for children to do homework, play indoor games, and area for ill children to be cared for under staff supervision.
- Outdoors –spaces for playing a variety of physical and passive games under staff supervision that includes the consideration of external elements.
- Outdoor space and indoor space are located next to each other to maximize staff supervision and communication.
- Areas listed as inaccessible may be used if they are part of a supervised, planned activity.
- The Co-ordinator and staff are to have access to rooms for setting up the daily program at least half an hour prior to each session.
- An area will be identified for the storage of children's bags and belongings.

References:

National Regulations



EQUAL OPPORTUNITY

WWHS ensures that the workplace operates on the principles of fairness, equality, and merit in all aspects of employment and is a safe, harmonious and productive working environment for all employees.

All staff, permanent and casual, will be employed and work pursuant to the Victorian Equal Opportunity Act 2010.

References:

Equal Opportunity Act 2010

Commonwealth Anti-Discrimination Act 1989

National Regulations



RECRUITMENT

- The WWHS will provide appropriate staff for the service including in accordance with the as required by applicable educator to child ratios as laid out in the National Quality Framework.
- A position description, which accurately reflects the duties, qualifications, experience, accountability and standard of performance for each staff position is available.
- References to support the applicant's work application are checked.
- Proof of identification is received.
- Prospective staff undertake a police check and Working with Children's Check and NDIS check.
- Successful applicants will be provided with a letter of appointment outlining their conditions of employment.
- All staff members will be over the age of 18.
- Volunteers and Students with the program will always be supervised and must sign in and out in the visitors' book.

References:

National Regulations
[WWHS Recruitment Policy](#)



RESPONSIBLE PERSON AT THE SERVICE

- WWHS requires all staff to complete a Compliance history statement for a person to be a person in day-to-day charge (PIDTDC) or a nominated supervisor form which is to be kept on their staff file.
- This assists WWHS and the nominated supervisor to determine who is to be classed as a person in day-to-day charge.
- The nominated supervisor would also fill in one of these forms.
- By filling out and signing this document staff acknowledge their position as a 'person in day-to-day charge' or a 'nominated supervisor'.
- If more than one person who has been identified as a person in day-to-day charge is on duty the person with the highest qualification / most experience will be put into the role of the responsible person for that day.

References:

National Regulations



INDUCTION/ORIENTATION PROCEDURE

- WWHS provides an extensive induction program for all new staff members.
- The orientation program is provided as per WWHS new Employees Induction policy.
- Time will be set aside to allow new staff to familiarise themselves with the venue and service. An induction checklist of key aspects will be utilized to ensure that the new member is informed of critical components of the service i.e. evacuation procedures, safe and unsafe play areas etc.
- New staff will be introduced to the staff team, management and the children and parents of the service.
- Where possible new staff will be teamed up with a current staff member during their first week of work.

[WWHS New Employee Orientation Policy](#)



COMMUNICATION AND TEAMWORK PROCEDURE

- Staff will inform each other of any matters which impact on their work as soon as is practicable either in writing or verbally.
- Staff meetings are utilised to ensure that all staff have the opportunity to work together and receive the same information.
- Staff will develop effective communication techniques for their daily work to ensure that all members are clear about their responsibilities.
- Staff members are encouraged to support and assist each other in their daily duties.
- Teamwork (in alignment with the Service's organisational value of Unity) is encouraged including the sharing of equipment, resources and ideas.
- All staff are expected to attend and participate in staff meetings.
- A communication book is maintained to ensure that staff pass on and receive daily information in a timely manner.

The responsible staff member in attendance will be determined by

- Their qualification level
- Current training being undertaken in an approved course
- Experience within the program/other similar programs.



STAFF MEETINGS PROCEDURE

- Staff meetings are attended and supported by all staff on a regular basis.
- Staff meetings are held on a regular basis.
- Staff participate in a positive manner to discussions and matters raised in staff meetings.
- Matters of Occupational Health and Safety and programming issues are raised at staff meetings.
- Staff attending meetings are paid for their attendance.

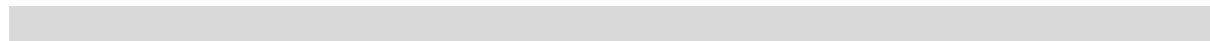


STAFF APPRAISAL / PERFORMANCE MANAGEMENT

WWHS shall conduct an annual staff appraisal for all permanent/part-time staff to ensure service obligations to the staff are properly met and also allow staff to make comments.

Staff appraisals are an opportunity for staff to receive feedback on their performance and plan for professional and career development.

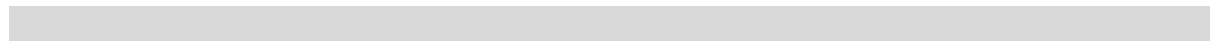
[Performance Appraisal Process](#)



TRAINING / PROFESSIONAL DEVELOPMENT PROCEDURE

The Co-ordinator will ensure that all OSHC employees are offered training appropriate to their position, to increase work satisfaction and provide an effective service.

- Relevant and approved training is provided for.
- Guidelines for acceptable training i.e. first aid, childcare, safety equipment training, asthma management training, anaphylaxis training, and food safety are provided to staff.
- Staff receive information regarding all relevant training.
- Approval is sought by staff from the Co-ordinator to attend any training.
- A notification and evaluation of the training is completed and forwarded to the Education Department.
- Training attended meets the requirements of the annual appraisal process.
- Knowledge and skills gained through training is implemented in daily work.
- Knowledge, skills and written material gained through training are shared with team members.
- Staff have the responsibility of providing updated training certificates to the Co-ordinator and WWHS Pay Office for updating the staff records both on site and at the WWHS Pay Office.
- Staff records are held securely in electronic format and available at the site of the service. These records are to hold all relevant information as prescribed by the National Regulations and Law.



PERSONAL BUSINESS PROCEDURE

- Staff members are expected to keep personal business to a minimum whilst at work.
- Messages are taken for staff members who are busy with children unless it is an emergency.
- Personal phone calls are kept to a minimum as the phone is provided for families to make contact with the service.
- Details of staff members and families attending the service are not given out to anyone without appropriate identification to ensure that there are no breaches of confidentiality.
- If a person asks for a staff member's personal details and the caller is not known a message will be taken and the staff member will call them back at a later time
- Staff members are not to use family or staff contact details for any other business than that conducted at the service.
- All telephone usage shall be in accordance with the [WWHS Code of Conduct](#).

CARING FOR STAFF MEMBER'S CHILDREN

Staff members along with all other parents / guardians choose a service which best meets the needs of their child. Having staff members' children in care is a demonstration of the high level of care the staff believe they are providing to all children. It can be seen as a positive marketing point for the service.

- Staff members' children are able to enrol and attend the service as with all other children in the community.
- The staff member considers the needs of the child in making the placement.
- The ability of the staff member to provide appropriate care for their child and all other children in a fair and equitable manner is considered.
- The placement must not impact on the smooth running of the service.
- The Co-ordinator ensures all staff are able to perform their duties effectively.
- There must be no impact on the quality of care provided to other children in the service.
- The same process for enrolment and priority of access are applied to staff members' children.



OCCUPATIONAL HEALTH AND SAFETY PROCEDURE

The Out of School Hours Childcare service has a legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors.

The Out of School Hours Childcare service will operate under the WWHS Occupational Health and Safety

References:

[WWHS Workers' Compensation Policy](#)

[WorkSafe Victoria](#)



HEALTH OF STAFF PROCEDURE

- WWHS will ensure that staff employed by the OSHC service are free from the influence of drugs or alcohol and are fit and proper persons able to care for children.
- Staff should inform the Co-ordinator and/or Manager Primary Care immediately if another staff member is under the influence of drugs or alcohol.
- The Co-ordinator and/or Manager Primary Care should ensure relief staff are put in place immediately and the offending staff member removed from the presence of children.
- Management will follow relevant policies and procedures to support the affected staff member.

References:

[WWHS Code of Conduct](#)

National Regulations



DISCIPLINARY PROCEDURES PROCEDURE

The Out of School Hours Childcare service is committed to ensuring that disciplinary procedures are fair and are practiced in accordance with the appropriate award.

All impacted employees will be treated fairly and in accordance with the principles of natural justice.

References:

[WWHS Employee Discipline Policy](#)



STUDENT PROCEDURE

Students in appropriate fields of study may be accepted to undertake their placement in the service.

- Students will be under the direction of the Coordinator
- Students are not permitted to give advice to parents / guardians.
- Students must hold a current police check, Working With Children's Check and NDIS check.
- Students must be Included in a comprehensive orientation to the service.
- The Co-ordinator will complete any course documentation required.
- School Work Experience Students do not need a Working with Children Check, but must be supervised at all times.

[WWHS Student Placement Policy](#)



VOLUNTEER PROCEDURE

- Volunteers will be permitted to assist with staff on excursions or to enhance the service's activities.
- The service may use voluntary staff to assist, however volunteers cannot relieve or replace paid staff.
- The service may maintain correct staff:child ratios by using unpaid carers as per the guidelines outlined in the National Regulations. Volunteers may only be used to fulfil the 1:5 staffing ratio for water related activities not the core ratio of 1:15.
- Volunteers will be appropriately orientated to the service by the Co-ordinator.
- Volunteers must be supervised by a staff member at all times.
- The Co-ordinator will ensure all volunteers have been registered and complete all relevant documents.

[WWHS Volunteers Policy](#)



VISITORS TO THE CENTRE PROCEDURE

All visitors are required to report to staff member and show identification if appropriate/available.

- Staff will approach all visitors and ask who they are and what the purpose of their visit is.
- All visitors will be asked to show some form of identification if unknown to staff.
- Visitors will be introduced to children if appropriate.
- Children will be advised of the purpose of the visit.
- Staff are notified of the presence of any maintenance workers on site.
- All visitors will sign into the program via the 'Visitors Book'

[WWHS Site / Facility Access - Visitors and Contractors Policy](#)



MEDICATION PROCEDURE

REFER TO Medical Conditions Policy

DEFINITION

Medication Includes but is not limited to eye drops, cough mixture, paracetamol, ibuprofen and asthma medication. Medication includes all prescription and over the counter drugs.

All Medication will be administered in accordance with the National Regulations. In order to ensure that the interests of staff, children and parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent / guardian / approved person or in the case of an emergency, with permission of a medical practitioner.

Medication will be kept out of reach of children in keeping with the environmental conditions required of the medication (refrigerated and/or accessible to staff but not children).

The staff are responsible to ensure that:

- A Medication Record is completed and contains:
 - a) The name of the child, their date of birth and their address.
 - b) The authorisation to administer medication (including, if applicable, self-administration), signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication.
 - c) The name of the medication to be administered.
 - d) The time and date the medication was last administered.
 - e) The time and date, or the circumstances under which, the medication should be next administered.
 - f) The dosage of the medication to be administered.
 - g) The manner in which the medication is to be administered.
- All personal medication including asthma pumps are safely and securely stored to ensure against access by other children.
- Medication is administered only if the medication is clearly marked with the child's name, contained in the original container and within its due date. Children will not be given a higher or lower dosage than that prescribed on the label.
- Written consent must be kept on the child's individual file. These files are to be kept confidential and securely stored.
- In an emergency, if the parent / guardian / approved person is unable to be contacted the service will contact the family doctor first and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on file.
- Two staff are to be present at the dosage administration and both staff will check the dosage when medication is administered and both will sign the medication register to acknowledge the medication has been administered correctly.
- For situations where ongoing medication is required – please refer to the Medical Conditions Policy

Families have a responsibility to ensure that:

- The Medication Record is completed and signed for medication on arrival at the service.
- Staff must be notified of the last dose the child had of medication.
- Medication is in a sealed container, labelled with name, medication, date, dose, and time for dose.

CHILDREN'S MEDICAL MANAGEMENT PLAN

- Enrolment forms provide families with the opportunity to share their child's medical information with service staff.
- Medical details are kept in accordance with the Information Privacy Act 2000 and the Health Records Act 2001.
- Individual medical management plans are designed for children with serious health conditions.
- Individual medical management plans are reviewed as directed by the parent / guardian (to ensure relevance and accuracy) unless there is a change of condition.
- Privacy issues are considered when placing information on notice boards.
- Individual medical management plans are designed and reviewed in conjunction with parents / guardians, staff and health professionals.
- Individual medical management plans are reviewed at least every six months or as health / medication changes.
- Staff are required to undertake Asthma Emergency Management Training.
- Staff are required to undertake Anaphylaxis Management Training.
- Families must notify the service that their child has asthma, epilepsy, serious allergies, anaphylactic reactions or any other serious or life-threatening medical condition.
- The child's medication must be at the service each day the child is in attendance.
- All staff on duty should be aware of a child with a medical management plan.
- For all situations in relation to this medical condition the individual medical management plan for that child must be followed.

References:

National Regulations.



FIRST AID

- In the event of an accident or a child falling ill, first aid equipment and expertise will be available.
- A first aid kit will be suitably equipped and accessible to the staff and maintained in good order.
- the first aid kits must be easily recognisable and readily accessible to adults, having regard to the design of the education and care service premises.
- Staff members on duty will hold a current First Aid Certificate
- A first aid kit containing basic first aid materials and any particular medication required by the children will be take on excursion as will all medical information relating to the children and staff.

Reference:

National Regulation 89



HYGIENE PROCEDURE

Staff are responsible to ensure that:

- They model a high level of personal hygiene at all times.
- They encourage children to follow personal hygiene practices.
- The facility and equipment are kept clean at all times.
- Used tissues are disposed of immediately into a bin with a lid.
- Staff and children wash and dry their hands before and after meal times, after using the toilet, blowing their nose, handling animals and other unhygienic practices.
- Children are provided with paper towels for the drying of hands.

INFECTION CONTROL PROCEDURE

REFER WWHS: [Infection Control Department Policies](#)

- Staff will follow universal precautions in regard to the management of blood/bodily fluids.
- A blood spills kit is provided within the facility.
- Used syringes found on the premises are removed and placed in a syringe container.
- Staff will model effective hand washing techniques to children.
- Posters outlining effective hand washing will be displayed for children and staff.
- All spills of bodily fluids are to be referred to the WWHS policy: Blood & Body Spills Management, and followed as per policy.
- Gloves (provided by the service) will be worn when dealing with spills of bodily fluids and spills as [Blood & Body Fluid Spills Management](#) policy.
- Hands are washed in hot soapy water after cleaning up a spill.
- Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water as soon as possible.
- Staff will be trained in effective infection control methods and reasons for these behaviours.
- Open wounds will be covered by a water-proof bandage when working.

RISK ASSESSMENT

Assessing the risks in all service environments will give you an opportunity to identify, manage and eliminate risks. A risk assessment process can be used to identify where changes need to occur and how the changes can be implemented.

The following questions may guide practices and discussions:

- Which routines and environments present risks to children, educators and families?
- How can practices and environments be adjusted to manage or eliminate the risks identified?
- How can our service environments be managed to ensure that an appropriate number of children are in each space and physical distancing is maintained?
- Does our service's current supervision practices allow for the consistent application of hygiene practices?
- How are children supported to contribute to the risk management processes in place?
- How can the guidelines provided be used to support risk management strategies?

Relevant WWHS Policies:

[Infection Control - Staff Health](#)

[Infection Control - Hand Hygiene](#)

[Infection Control - Standard Precautions](#)

[Infection Control - Aseptic Technique](#)

[Infection Control - Exposure/Needle-Stick](#)

[Infection Control - Transmission Based Precautions](#)

INFECTIOUS DISEASES

The Out of School Hours Childcare service's policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease.

Infectious disease, in relation to a participating jurisdiction, means an infectious disease that is designated by a relevant authority as a disease that would require a person with the disease to be excluded from an education and care service.

The Staff have a responsibility to ensure that:

- The service follows correct hygiene practices and meets the requirements of State and Commonwealth legislation.
- Parents/ guardians/ approved persons are notified of any infectious diseases present at the childcare venue.
- Information on common infectious diseases is available for families as required.
- The service will hold information regarding immunisation schedules, providers of immunizations and contact details of the WWHS Infection Prevention and Control Department.
- The service has access to current information pertaining to infectious diseases provided by relevant authorities.
- Children are excluded from the service in accordance with appropriate legislation.
- Details of specific individuals are not disclosed.
- Parents / guardians are notified of any symptoms their child is showing of illness as soon as is practicable.
- Children are referred to their local doctor for diagnosis of infectious disease.

Families have a responsibility to ensure that:

- The service is notified as soon as possible that their child has contracted an infectious disease.
- They attend their local doctor for diagnosis of infectious disease as soon as reasonably practicable.
- The service is provided with a medical certificate stating that they are no longer infectious.

References:

[Staying Healthy: Preventing Infectious Diseases in early Childhood education and Care Services \(5th Edition\)](#)

ILLNESS PROCEDURE

- When a child becomes ill the parent/guardian or approved person is contacted as soon as practicable.
- When a child becomes ill the child's parent/guardian will be contacted by service staff to make arrangements for the child to be taken home as soon as possible.
- Staff will ensure the child is as comfortable as possible while they are waiting for the parent.
- Staff will record signs and symptoms regarding the illness.
- Any accident, injury, trauma or illness will be recorded on the WWHS OSHC Incident, injury, trauma and illness record.
- A child with a fever over 38 degrees Celsius should be kept at home for at least 48 hours.
- A child with an acute illness requiring medication should be kept at home for at least 48 hours.
- A child who is vomiting should be kept at home until 48 hours after the vomiting has stopped.
- A child who is experiencing diarrhoea should be kept home until they are diarrhoea free for at least 48 hours.
- Staff will complete an WWHS OSHC Incident, injury, trauma and illness record that is signed by the staff member and the parent. A copy will be kept on the child's file and the original will be forwarded to the Quality Department for entry into "VHIMS Database". The following provisions need to be included on the WWHS OSHC Incident, injury, trauma and illness record;
 - Any relevant circumstances surrounding to child becoming ill and any apparent symptoms and
 - The time and date of the apparent onset of the illness.

References:

National Regulations

ACCIDENT PROCEDURE

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to provide for a safe and healthy environment for staff, children and parents and thereby reduce the incidence of any accidents occurring. This procedure must be followed for all incidents, even when there is no immediate indication of injury.

GENERAL PROCEDURE

- The child's well being is of prime concern and first aid will be administered immediately by staff to ensure the best outcome and prevent any serious harm or secondary issues.
- Every reasonable attempt will be made to contain the situation.
- Parents will be informed immediately if medical aid or hospitalisation is required.
- If required an investigation of the cause of the accident will be completed.
- The service will ensure that staff, families and children are provided with counselling services to assist in managing stress or grief associated with a trauma or death.
- Children will be in sight of a staff member at all times to ensure prompt attention.
- Emergency procedures are placed in key areas within the facility for staff, parents / guardians and children to refer to.
- All current emergency numbers are kept near all telephones.
- Staff will complete an WWHS OSHC Incident, injury, trauma and illness record which is signed by the staff member and the parent. A copy will be kept on the child's file and staff will also enter an incident in the WWHS Riskman Incident Management System. Details on the incident form must include:
 - The circumstances leading to the accident, injury or trauma
 - Any products or structures involved and
 - The name of the person notified and the time and date of the notification.
- If staff are unable to complete documentation before the child is collected they may ask the carer to wait or inform the carer to seek medical advice about the injury if concerned and document the incident and advice given in the child's file and complete the WWHS OSHC Incident, injury, trauma and illness record before leaving for the day. The parent will be asked to sign the WWHS OSHC Incident, injury, trauma and illness record as soon as practicable after the incident.
- All parents / guardians will be issued with notification of recommendation to obtain medical assistance if concerns arise.

PROCEDURE – MAJOR ACCIDENT

- Staff will administer first aid and a co-worker/s will call 000.
- Co-worker/s will notify the Co-ordinator giving details of the emergency.
- The Co-ordinator will contact the parents and WWHS Executive Director.
- Co-worker/s will take other children to another part of the service's facilities.

PROCEDURES – DEATH

- Staff will administer first aid and a co-worker will call 000 for an ambulance.
- Co-worker will take other children to another part of the program facilities.
- Co-worker will notify the coordinator giving details of the emergency.
- Coordinator will contact the Executive Director of Community Health, who will then inform relevant authorities.
- Parents / guardians will be contacted as soon as possible.

- Ambulance arrives – continues with resuscitation.
- If police need to be involved they will arrive and question child care staff.
- Documentation- staff members need to document clearly and specifically all details of the emergency in the WWHS OSHC Incident, injury, trauma and illness record.

RESPONSIBILITIES

Executive Director of Community Health:

The Executive Director of Community Health or the Chief Executive Officer will sight all accident reports and ensure that preventative strategies are developed and maintained. Will inform DoE within 24 hours of a major incident.

Co-ordinator:

The coordinator will ensure all preventative strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation.

Support staff:

Support staff will report all incidents immediately to the coordinator and provide necessary information to carry out a thorough investigation into the cause of the incident.

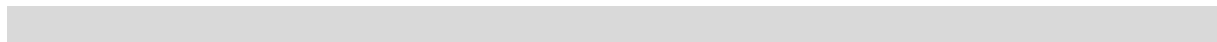
ACCIDENT INVESTIGATION

The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact finding.
- Make decisions and take actions to ensure a safer environment.
- Prevent similar accidents from occurring in the future.

References:

National Regulations



EMERGENCY MANAGEMENT PROCEDURE

REFER – WWHS [Emergency Management Plan](#)

The personal safety and security of children and staff while attending the service is of primary importance.

- Staff will be trained to use necessary equipment i.e. fire extinguishers.
- A copy of the emergency and evacuation floor plan and instructions will be displayed in a prominent position near each exit at the WWHS OSHC premises.
- The emergency and evacuation procedures will be rehearsed every 3 months by the staff members, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal, ensuring all staff and children are familiar with the emergency procedures.
- The rehearsals of the emergency and evacuation procedures will be documented.
- All current emergency numbers are placed beside each telephone.
- Procedures are in place to handle harassment and or threats to children by persons known or unknown.
- All emergency exits will remain clear and exit signs will be checked regularly to ensure they are in working order.
- On commencement staff will receive a copy of the emergency procedures in the induction manual.
- If an emergency occurs an evaluation will follow to ensure all procedures were in place and were adequate for the occasion.

References:

National Regulations



SUN SMART PROCEDURE

“It is the ultraviolet radiation (UV) in the sun’s rays that causes sunburn and long term skin damage. UV levels begin to rise early in September and stay high until the end of April, so skin should be protected throughout this period, not just summer. UV is not related to temperature so you can still get sunburnt even on cool or cloudy days – in fact most people who get sunburnt do so when the temperature is between 19 and 27oC.”

SunSmart Kit – Anti-Cancer Council of Victoria

- Staff will observe strict health, hygiene and **sun protection** practices in accordance with relevant government guidelines to minimise risks to themselves and the children.
- Relevant information regarding correct health and hygiene practices is made available to the OSHC staff.
- Staff will ensure children observe correct practices for Health, Hygiene and Sun Care.
- All children, staff and visitors are required to wear a suitable hat and apply sunscreen before they go outdoors.
- Hats are supplied by the service to those children that do not have their own.
- Clothing should provide adequate protection from the sun.
- During swimming excursions appropriate approved swim shirts must be worn.
- Children are encouraged to play in shaded areas.
- The availability of shade will be considered at excursion venues.
- Staff must adhere to these practices and set an example for children such as wearing hats when outdoors in summer.
- Sunscreen (factor 30+, broad-spectrum, non-allergenic, water resistant) will be provided by the OSHC service, although children are encouraged to provide their own. Children are encouraged to apply sunscreen prior to going outdoors. Even children playing in shaded areas must wear sunscreen. Reapplication of sunscreen will occur after 2 hours in the sun.
- Information regarding the sunscreen type and brand will be provided to parents to assist in the prevention of allergic reactions to the cream.
- Information will be provided as required that informs of the risks of exposure to the sun and sun protection issues, on the noticeboard at regular intervals.

References:

Website: www.sunsmart.com.au

NUTRITION POLICY

“Healthy eating is vital for good health. The major health problems in Australia – such as heart disease and stroke, high blood pressure, some cancers and diabetes (all chronic lifestyle diseases) – are related to poor eating habits. Young children need adequate nutrition for good health and growth.

The role of the OSHC services is to:

- Ensure that children are provided with nutritious balanced snacks
- Provide a wide variety of foods
- Limit fat, sugar and salt intake
- Provide suitable eating environments
- Model good eating behaviours
- Discuss foods being eaten

The WWHS Out of School Hours Childcare service will provide nutritious, balanced snacks for children reflecting children's tastes, religion, culture, dietary requirements and health concerns.

The staff team has the responsibility to ensure that:

- Nutritious, varied and age appropriate snacks and drinks consistent with [Australian Guide to Healthy Eating](#) are supplied for all children attending after school and vacation care.
- A dietitian will recommend appropriate snacks and consideration is given to the sugar, fat and salt content of foods, with lower salt, fat, sugar choices being selected where possible.
- Children will have access to water at all times.
- For After School, Vacation and Pupil Free days a suitable break is arranged to allow snacks and meals to be eaten.
- All meal breaks are monitored by staff to ensure all children eat and drink.
- Snack times are social events where children and staff can enjoy food in a relaxed manner.
- Children are encouraged to be seated while eating and drinking. Staff will model this behaviour by sitting with the children and discussing the food the children are eating along with events of the day.
- Families are informed of menu changes. The menu is displayed for children and parents to view. The menu considers the cultural and religious beliefs of the children in attendance and presents children with a nutritious and varied menu each week.
- Children, staff and families are invited and welcome to be involved in planning the program menu.
- Where a child has special food needs (cultural or food allergies) the service will work with the child and their family to develop a plan to meet the child's needs. Parents will immediately inform the service of any changes in their child's dietary requirements.
- The service will maintain a clean and hygienic area for food preparation which meets National Standards for OSHC services.
- Children are encouraged to cook, serve and clean up as part of the program activities.
- Children are educated in necessary safety precautions whilst cooking.
- Children are supervised whilst cooking.
- All staff and children involved in food preparation wash and dry their hands prior to the activity.
- All staff and children wash and dry their hands prior to eating.
- Food is not used as a punishment or reward.
- The WWHS Dietetics Department will keep up to date with relevant nutrition information and make changes as necessary to its food service.

FOOD PREPARATION FACILITIES PROCEDURE

The OSHC service will comply with State and Local Authority legislation in relation to all food handling requirements.

WWHS Out of School Hours Childcare service is committed to providing safe and hygienic facilities for the preparation, storage, cooking and cooling of children's food.

- Information on correct food preparation procedures will be available to staff.
- The temperature of food will be controlled at all times.
- Food will be fresh and stored to maintain optimum freshness.
- Staff will maintain a high level of personal hygiene
- The environment and equipment will be cleaned regularly.
- Maintenance of all equipment will be undertaken with haste.
- Safe, hygienic facilities for the preparation, storage, heating and cooking of food for children, including a sink, refrigerator and hot and cold running water supply will be accessible to staff.
- Storage of food will be provided for in cupboards that are kept clean and vermin free.
- Staff will ensure that children are supervised when cooking or preparing snacks
- Items that could be considered dangerous will be safely stored e.g. knives, electrical items.
- The above facilities shall be in a room where the service usually operates or is accessible to the service.
- Garbage receptacles will contain a lid and will be emptied and cleaned on a daily basis.



TRANSPORT PROCEDURE

WWHS Out of School Hours will ensure any child, while in transit, will be safe.

- The vehicles owned and operated by the service will be roadworthy and registered for the maximum number of passengers and be comprehensively insured.
- Drivers will hold appropriate licenses.
- A list of students accessing OSHC will be provided to the Bus Driver so that their attendance can be marked as they enter the Bus prior to leaving the School enroute to the OSHC facility.
- School staff shall ensure students are directed to the designated OSHC Bus in order to access the OSHC facility and will assist in the supervision of students boarding the bus at the Nhill College Bus Exchange.
- Children are supervised by school staff while waiting to be collected.
- In relation to After School Care, the School is responsible for the supervision and care of each student until they are signed into the supervision and care of the OSHC Provider after transporting by the School Bus Network to the OSHC service.
- Children, when in transit, will be supervised by the School Bus Network service staff.
- The OSHC Staff will officially sign students into the OSHC service when exiting the Bus to access the OSHC service using the Xplor software to acknowledge and record their arrival.
- Parent authorisations including details of individuals who are authorised to collect students from OSHC are reviewed regularly and recorded in the Xplor software. Children will not be released to individuals that we don't have authorisation records for.
- Parents are responsible for informing the School and the OSHC Provider if a student will not be accessing OSHC on any given day so the School can communicate this information to the Bus Driver.
- Students that are required to travel on the School Bus Network between the departure and destination points will be required to submit to the School all relevant Application for Permission to Travel Agreement Forms and abide by the conditions of travel provided to them on this form and by the Bus Driver.

Arrival of children protocol:

1. Collect the iPad and open the Xplor software to view the attendance list for the day
2. Walk to the bus stop with the iPad and wait for the bus to arrive
3. The bus driver will provide the OSHC staff with a copy of the attendance roll once the bus has arrived at the OSHC facility and will advise how many children are to disembark at the OSHC.
4. OSHC children will disembark the bus and line up
5. Headcount the children and sign each child in to the OSHC service by ticking them on the Xplor attendance list for that day on the iPad as they go
6. Walk with the children across the grass and into the OSHC entrance
7. Instruct children to hang their bag and wait in a line in the hallway
8. Headcount the children again
9. Instruct children to the location of the first scheduled activity
10. Any children arriving by other means, eg. With parent, walking, etc, can be signed in by the parent or OSHC staff on the iPad when they arrive.

Departure of children protocol:

1. OSHC staff to ensure any individual collecting a child is on the authorised to collect list for that child which is recorded in the Xplor software. If the individual is not authorised by the child's parent to collect the child, the child cannot be released to go with the individual

2. When an authorised individual arrives to collect a child, OSHC staff may assist by locating the child and ensuring any of the child belongings are collected
3. The person collecting a child/children must sign the child/children out of the OSHC service via the Xplor software, either using the OSHC iPad or the Xplor Playground parent app on their personal device
4. OSHC staff can also sign children out of the OSHC service in the Xplor software if the authorised person forgets or in other circumstances
5. OSHC staff will conduct regular headcounts to ensure the number of children matches the Xplor software at the time of the headcount
6. Upon the departure of the last child remaining, OSHC staff will conduct a search of the building to ensure no children are left and will check the Xplor software to ensure all children have been signed out
7. Any discrepancies will be investigated and resolved before OSHC staff will leave and lock the building.

A breakdown contingency plan has been developed to ensure the safety of children and staff in the event that the transport arrangements breakdown. This plan involves:

In the event of a break down:

1. Obtain alternative transport to convey children
2. Notify Executive Director of Community Services

In the event of an accident staff are to:

1. Stay calm and help children stay calm
2. Ring 000 for an ambulance
3. Notify Out of School Hours Co-ordinator
4. Notify the Executive Director of Community Services

Risk Assessment to be Undertaken

In relation to transportation of the child from school to the service, the service must every 12 months conduct a risk assessment of the transportation to identify and assess risks that transporting the child may pose to the safety, health or wellbeing of the child and specify how the identified risks will be managed and minimised.

Without limiting the above paragraph, a risk assessment must consider:

- the proposed route and duration of the transportation; and
- the proposed pick-up location and destination; and
- the means of transport; and
- any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported; and
- any water hazards; and
- the number of adults and children involved in the transportation; and
- given the risks posed by transportation, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialised skills are required; and
- whether any items should be readily available during transportation; and
- the process for entering and exiting;
- the education and care service premises; and
- the pick-up location or destination (as required); and
- procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking.

References:

National Regulations

VENUE PROCEDURE

The personal safety and security of children, staff and parents/guardians/authorised persons while at the service is of primary importance. To ensure this safety, the service will provide a safe and secure environment.

- The venue, grounds, and all equipment and furnishings used by the service will be maintained in a safe, clean, hygienic condition and in good repair at all times.
- Facilities will remain vermin free.
- Appropriate heating, ventilation and lighting both indoors and outdoors is provided.
- Heating and cooling units will be adequately guarded and positioned so as not to threaten the children's safety.
- Emergency exits are clearly identified.
- Hazard reports are available for staff to notify of any dangerous broken or damaged equipment and/or repairs and hazards at the venue.
- A list of appropriate emergency telephone numbers is available for staff to contact should there be damage to, or repairs needed, at the venue.
- Fire safety equipment is accessible to staff at all times.
- A telephone is accessible to the service at all times for incoming and outgoing calls and on excursions.
- Staff will ensure safe designated play areas are allocated and enforced.
- No access to pools or wading pools will be permitted unless children are supervised with correct staff: child ratios.

References:

National Regulations



SECURITY PROCEDURE

The WWHS Out of School Hours Childcare service considers the safety of staff and children using the service to be paramount.

- A systematic procedure is in place for checking the safety of building, grounds and equipment on a regular basis.
- The service will have access to a phone at all times.
- Two staff will always be on duty together.
- Staff will position themselves to ensure maximum supervision at all times.
- Staff will ensure that children go to the toilets in pairs when on excursion.
- Staff will take children to the toilet every half an hour after dusk if on excursion.
- The venue is secure and an appropriate closing routine is undertaken when leaving the premises.
- The premises are checked at the end of the day to ensure that all children have been collected.
- No staff will remain on the premises alone at the end of the day.
- Adequate lighting will be provided during the winter months to ensure the safe arrival and departure to and from the service for parents / guardians, children and staff.

CLEANING AND MAINTENANCE PROCEDURE

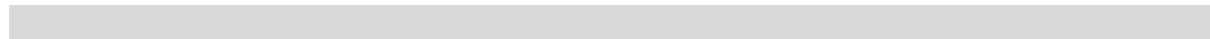
The provision of a clean and well-maintained facility is essential in ensuring that parents / guardians and children using the service are provided with a high quality service.

- A list of cleaning duties is prepared and maintained by staff.
- The indoor and outdoor facilities are to be regularly checked for cleanliness and safety
- All toilets are cleaned regularly.
- Staff will ensure food preparation areas are not used for other purposes.
- Environmentally friendly cleaning products are used where appropriate.

[Cleaning Standards](#)

[Cleaning - Non Carpeted Floors](#)

[Cleaning - Bathrooms and Toilets](#)



STORAGE OF DANGEROUS PRODUCTS PROCEDURE

- The Service will store all dangerous products in a lockable cupboard/ cabinet.
- All staff will be trained in the storage, preparation and first aid of all dangerous products held at the Service.
- When purchasing cleaning and other dangerous supplies, consideration is made to the purpose of the product, health and regulatory requirements and alternative products.
- Lockable cabinets and cupboards are used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medication.
- Storage cabinets/cupboards are appropriately labelled 'chemical storage' or 'first aid' and contain warning signs.
- All chemicals and dangerous products are returned to the lockable cabinet immediately after use.
- All chemicals, medications and dangerous substances are stored in labelled containers.
- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children while the Service is in operation, will be used with caution.
- If poisoning does occur a staff member will telephone the Poisons Information Centre, Royal Children's Hospital on 13 11 26 immediately for first aid advice.
- The telephone number of the Poisons Information Centre is posted on noticeboard in the office area.

References:

[Victorian Poisons Information Centre](#), phone: 13 11 26

[WWHS Hazardous Substances & Dangerous Goods Policy](#)

[WWHS Cleaning Agents – Chemicals and Uses Protocol](#)



SMOKE FREE ENVIRONMENTS

- The Out of School Hours Childcare service operates in a smoke-free environment.
- Non-compliance will result in disciplinary action in accordance with industrial protocols.
- Signs are posted to notify that the service is a smoke free environment.

[WWHS Smoke Free Workplace Policy](#)



WATER SAFETY

INTRODUCTION

The safety and supervision of children is paramount when in or around water. This relates to water play, excursions near water, drinking water and hygiene practices with water.

Children need opportunities to develop their understanding of the natural environment. Experiences with water encourage active exploration and discovery of the environment.

Knowledge of potential hazards associated with water will assist educators to provide a safe, stimulating and educational environment for children.

Drowning and near drowning is an obvious hazard associated with water.

Children must be adequately supervised at all times when having access to any water hazards.

Staff will work with children to develop essential water safety knowledge and skills, in, on and around the water to promote safe participation in water related pursuits.

PLAY

Staff will ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times by adults and containers or troughs will be emptied onto garden areas after use. Children will be discouraged from drinking from these water activities.

DRINKING

The children will be provided with clean drinking water at all times. This water will be supervised to ensure that it is safe and hygienic for consuming. Water containers must always be clean. At the end of each day, the water container must be emptied and cleaned thoroughly.

EXCURSIONS

When children are taken on an excursion to swim or where there is a significant water hazard, educators are to conduct a risk assessment in accordance with the requirements of Regulation 100 and 101 of the National Regulations.

When visiting new aquatic locations staff will examine these together with the children and discuss any safety issues and rules for that location with them

Ensure no child swims without:

- written permission from parent or guardian
- appropriate adult-child ratios being in place
- supervision provided by a person with a first aid certificate
- close supervision of children near water at all times

Risk assessments and safety preparations will include the possibility of students falling into the water

Staff will:

- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are supervised at all times that water is present within them
- Ensure that children are encouraged to safely explore the properties of water, building water safety messages into our programming as appropriate
- Provide families with water safety information including the availability of learn to swim programs offered in the local area, beach, river and dam safety information and water safety in the home information
- Minimise water waste and reinforce the water conservation message by ensuring that only such water as is required to undertake a programmed water play activity is placed within the vessel. We will further ensure that our programming reflects the appropriate environmental water-wise message when water play activities are planned
- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are emptied at

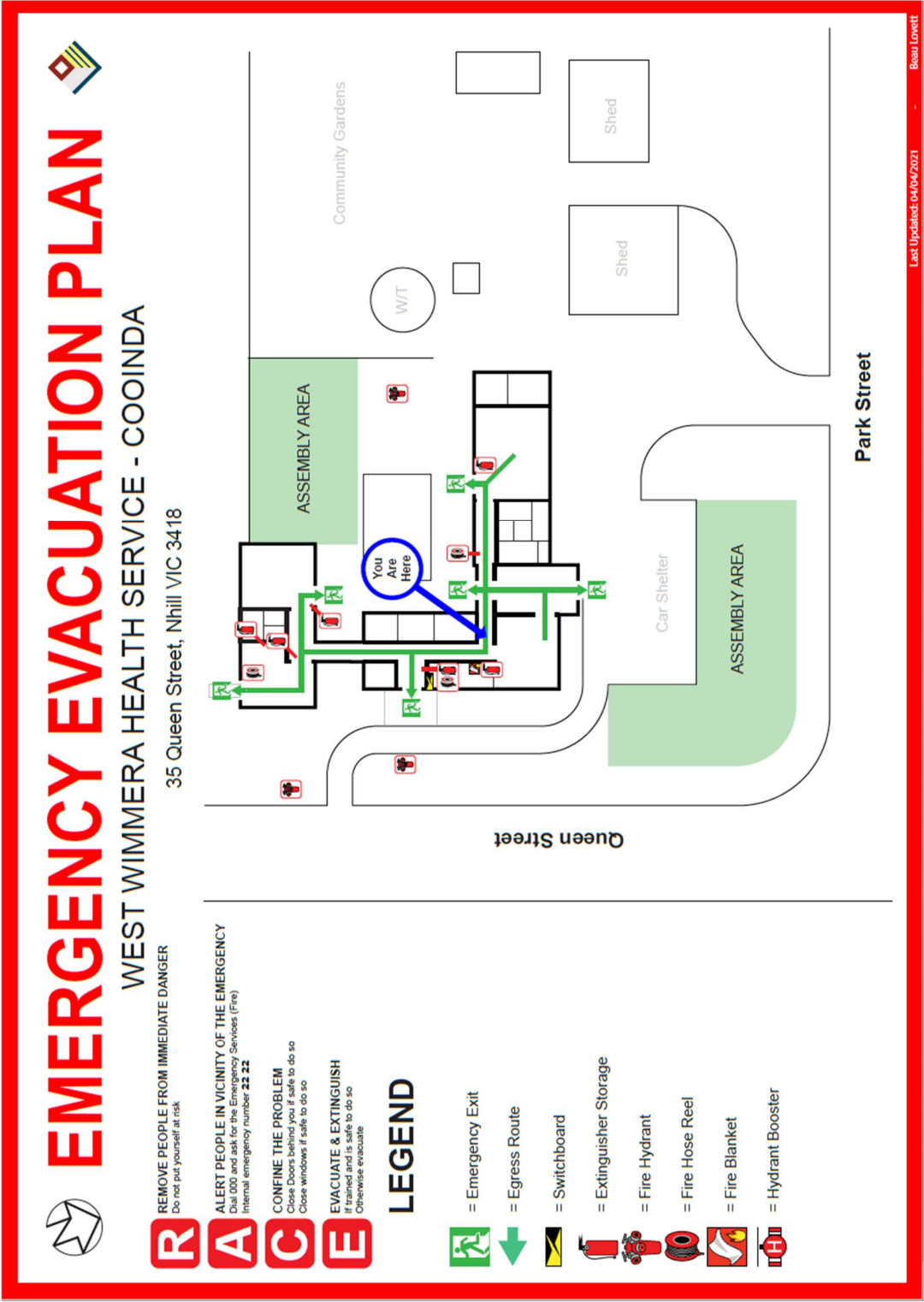
the end of each water play activity and removed from access by children

- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are stored in a manner to prevent the inadvertent collection of water through natural causes such as rain
- Ensure that all water carrying vessels are emptied and allowed to dry thoroughly at the end of each water play activity to prevent the build-up of potentially harmful bacteria and mould
- Ensure children thoroughly wash and dry their hands after each water play activity to reduce the risk of cross infection

EVACUATION PLAN

[Refer WWHS Emergency Management Plan](#)

Insert evacuation plan / diagram here



ANAPHYLAXIS

REFER to [Anaphylaxis CHANGE to NEW WWHS Policy](#)



SLEEP, REST AND RELAXATION

Each child's comfort is provided for and there are appropriate opportunities to each child's need for sleep, rest and relaxation.

In school age care, children take responsibility for their health, hygiene and personal care and become mindful of their own and others' safety.

Educators will work with children to help them learn about their need for rest and comfort. Children will be encouraged to communicate their needs. Children will be encouraged to make appropriate decisions about their participation in rest and relaxation throughout their time at the service.

Children's development of resilience and their ability to take increasing responsibility for self-help and basic health routines promote a sense of independence and confidence.

Children's wellbeing can be affected by all their experiences within and outside of their school age care settings. To support children's learning, it is essential that educators attend to children's wellbeing by providing warm, trusting relationships, predictable and safe environments, affirmation and respect for all aspects of their physical, emotional, social, cognitive, linguistic, creative and spiritual being.

Learning about healthy lifestyles, including nutrition, personal hygiene, physical fitness, relaxation, emotions and social relationships is integral to wellbeing and self-confidence and a core feature of the learning that occurs in school age care settings.

Supervision of resting children:

All children who are resting will be supervised by educators ensuring ratios are upheld at all times.

All children who have fallen asleep in the service will be monitored regularly with specific attention to breathing patterns.

Spaces for sleep rest and relaxation:

For school aged children there are a variety of areas where they can choose to rest: Beanbags, couches or outside in the garden.

There are pillows and blankets available and these are laundered after use.

Reference: National Regulations
