

FIVE DOCK PUBLIC SCHOOL
P&C ASSOCIATION
OUTSIDE SCHOOL HOURS CARE

Parent Handbook



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WELCOME FROM THE DIRECTOR

Dear Parent/Guardians,

Welcome to **Five Dock Public School P&C Association Outside School Hours Care Centre**.

As a long-term caregiver, I know that choosing the right childcare centre for your child is a major decision. Every parent/guardian wants the best for their child and you can be assured that at Five Dock we provide the highest quality care with an Assessment and Rating of Meeting the National Quality Standards.

It is also important for children to have fun while they learn and play. Our program is designed to achieve this balance. We employ qualified, highly motivated and creative staff who are committed to providing quality care for school aged children.

This Parent Handbook contains a summary of our policies and procedures and the day-to-day operations of Five Dock Public School P&C Association Outside School Hours Care centre. A copy of our policies and procedures manual is available at the centre.

Remember that we are always available to discuss any matters regarding the centre or your child. Your child's development and happiness is our primary concern.

Yours sincerely

Andrew Park
Director

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1. OUR PHILOSOPHY STATEMENT

At Five Dock Outside School Hours Care (OOSH), we recognise that childhood is a unique stage of development. OOSH provides quality childcare for children out of their home environment.

At Five Dock we aim to provide a warm, safe and stimulating environment which meets the needs of each child and fosters each child's self-esteem. We treat each child with respect and emphasis is placed on creating a stimulating and positive home like environment. Each child is encouraged to explore and follow individual interests and to develop at their own rate both through structured and unstructured activities as well as self-initiated play.

Our *Cultural Diversity and Anti-bias policy* reflects our commitment to individuals, irrespective of gender, race, ethnicity, beliefs, disability or social background. We encourage all children to respect and value cultural differences. We will not accept/tolerate any form of prejudice or biased comments or attitudes.

OOSH is an Approved Care, community-based facility where we strive to have parents and caregivers closely involved and which employs caring and experienced Educators. We believe that these factors contribute enormously to the quality of childcare provided by Five Dock OOSH.

We believe in:

- Developing children as individuals and enabling them to reach their highest potential
- Providing a stimulating, creative, fun and supportive environment
- Children being able to make decisions about taking calculated risks within a supervised environment
- Providing activities that respond to the needs and skill levels of each child
- Respecting children as individuals regardless of gender, cultural background, beliefs, attitudes or special/additional needs
- Supporting parents and caregivers by providing a safe, warm secure environment and encouraging a collaborative approach to the development and care of their children.

2. ABOUT OOSH

Welcome to **Five Dock Public School P&C Association Outside School Hours Care (OOSH)**. We are a not-for-profit, community-based Approved Child Care service provided by the Parents and Citizens Association of Five Dock Public School. OOSH operates at premises within the school grounds.

The P&C Association employs the staff to provide daily care for the children. A sub-committee of the P&C oversees the management of the centre. The sub-committee is nominated and elected yearly at the AGM of the P&C Association.

The main function of the service is to assist families through the provision of out of school hour's care. The centre also strives to provide a stimulating program and environment, where all children are treated equally.

3. STAFF / SUB-COMMITTEE MEMBERS

Staff Members:	Andrew Park (Director, Nominated Supervisor) Tyler Giannetto (Assistant Director) Liam Jowitt (Assistant Director)
Casual Staff:	Natasha Casmiri (Senior Educator) Claudia Spliadis (Senior Educator) Hannah White (Senior Educator) Bianca Vianello (Senior Educator) Luciano Casmiri Helen Spliadis Victoria Spliadis Kira Ralley Lachlan Estwick Olivia Camporeale Celia Di Mento Daniel Vianello ESV (Accountant)
2024 Sub Committee:	Jessica Crause (Convenor) Heather Hilton (P&C President) Belinda Van Winden (Secretary) Alison Sinclair-Kydd Kelly Delpech

4. OOSH REFERENCE NUMBER – APPROVED CARE

Our Approved Care Service ID:

Service ID: 190017523X

You can Contact *Family Assistance Office* (FAO) on: Tel 13 61 50

5. STAFF RATIOS

All staff employed to care for our children must have recent references and complete a 'Working with Children Check'.

The staff to child ratio:

- 1 to 15 children onsite (in the perimeter of the centre)
- 1 to 8 on excursions
- 1 to 5 excursions involving swimming and high-risk activities.

The staff on duty will vary according to the number of children registered on a particular day. Two educators are required as a minimum at all times.

6. NATIONAL QUALITY FRAMEWORK

The National Quality Standard was implemented for Out of School Hours Care services starting January 2012. This replaced the previous quality assurance system. The new standard has been designed to ensure a continuity of care across all areas of childcare and a child's learning and development.

The seven Quality areas are:

1. Educational program and safety
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

The Quality areas have been designed so that the following outcomes for children can be met:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

7. REGISTERED CHILDCARE PROVIDER

OOSH is registered with the Commonwealth Department of Family and Community Services to care for children as follows:

- Up to 150 children for After School Care per day;
- Up to 150 children for Before School Care per day;
- Up to 150 children for Vacation Care per day.

These are strict limits and must not be exceeded at any time. The number of children on excursion days during vacation care is dependent upon staff availability.

8. CHILD CARE SUBSIDY

A Family and Child Customer Reference Number (CRN) is required if your family will be claiming Child Care Subsidy (CCS) it will be paid directly to providers to be passed on to families as a fee reduction. In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider.

- Child Care Subsidy (CCS) will apply to most families.
- In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider.
- It is the individual's responsibility to register for Child care Subsidy (CCS)
- It is the individual's responsibility to confirm their child's booking with the service on the Centrelink application.

Your family income	Child Care Subsidy percentage
\$0 to \$80,000	90%
More than \$80,000 to below \$530,000	Between 90% and 0% The percentage goes down by 1% for every \$5,000 of income your family earns above \$80,000
\$530,000 or more	0%

Phone 13 61 50 or visit website www.familyassist.gov.au.

Five Dock OOSH Service ID: 190017523X

9. ALLOWABLE ABSENCES

Each child receiving the relevant government subsidy is allowed 42 absences per financial year. Once the child has been absent for 42 sessions of care the parent must pay the full fee for every subsequent session the child is absent. All absences for booked care (allowable or otherwise) must be paid for.

10. HOURS OF OPERATION

Before school:	7.00 am – 9.00am
After school:	3.00pm – 6.00pm
Vacation Care:	7.00am – 6.00pm
FDPS Staff Development Day:	7.00am – 6.00pm

Refer also to Late Collection of Children.

11. HOW TO CONTACT US

Families may contact us on **9712 3260**, via our email address admin@fdpsoosh.com.au or by sending a note through the school marked the attention of Five Dock PS OOSH. Families calling before 2pm or after hours can leave a message on our answering machine.

12. ENROLMENT

An enrolment form must be fully completed for each family before the child can attend the centre.

Placement is restricted to School age children only. This is for both Before and After School Care as well as Vacation Care. (January Vacation Care period is available to Pre-school children that are enrolled to start Primary School that same year).

Special/Additional Needs:

- OOSH will consider whether reasonable adjustments can be made to enable education and care to be provided to children and families with special/additional needs and the provision of such education and care will be reviewed at regular intervals corresponding with the Inclusion Support Funding Scheme. Each case must be *dealt with on its own merits and circumstances* to consider whether reasonable adjustments can be made to allow the child to fully participate in the service's existing program/environment and without compromising the care and supervision of other children attending OOSH.
- Factors that are taken into consideration when determining accessibility can include but is not limited to, assessment process conducted by the service, insurance coverage, staff child ratio, funding requirements through the Inclusion Development Funding (KU does not provide one to one funding for individual children), medical documentation and assessments provided by expert inclusion support staff, healthcare and teaching professionals that have worked with the child.
- Ensure discussions are open and honest with all stakeholders to allow for transparency when an application for care has been requested, encourage families to submit relevant documentation to make an educated assessment of access that will benefit the child and their needs to be met whilst at the service.
- Access of care will focus on the needs of the child and the service ability to make reasonable adjustments to meet these needs. The service reserves the right to refuse or cancel any enrolment of any child if their needs cannot be appropriately met even after reasonable adjustments are considered, subject to requirements under the Anti-Discrimination Act 1977 and the Disability Discrimination Act 1992. Considerations may include (but are not limited to) cost to the service, safety of the enrolled/enrolling child, safety of other children and safety to staff. This clause applies

to all children.

- Attendance during Vacation Care will be subject to assessment by staff. Each child's case will be assessed on its own circumstances for inclusion, based on safety of all parties, staff child ratio, funding requirements and medical documentation.
- Behavioural Action plans with Occupational Therapist, Risk Assessments, child, staff needs will be kept where appropriate for individual children displaying sensory needs with parent knowledge on techniques and strategies that will be used to calm the child prior to a flare up in behaviour to avoid any regression in behaviour by all children within the service environment.

Note that enrolment of a special/additional needs child is subject to assessment. Families wishing to enrol their child into the service will be required to complete an enrolment form along with a Permission to Collect Additional Assessment Information Form-Part A. Families must complete/provide all relevant documentation prior to the service commencing the assessment process.

Families must complete an enrolment form before a child is permitted to attend. All parents will be required to sign an acknowledgement that they have received the Parent Handbook and that attendance at the Centre is subject to adherence to the policies outlined in this document.

AUTHORISATIONS FOR DROP OFF/COLLECTION/MEDICAL EMERGENCY/TRANSPORTATION

Authorisation for a child must be given by a parent or other person authorised by the parent and named in the child's enrolment form as having authority to authorise drop off/collection/medical emergency/transportation of a child.

Re-enrolment will be automated at the end of each calendar year. Families are required to notify the service (minimum of 2 weeks), in writing, of cancellation of care, any changes in bookings and/or enrolment information. Priority of access will be determined in accordance with the centre's Priority Access policy, which includes compliance with Government guidelines and legislation.

Enrolment forms can be obtained from the service and/or the school website <https://fivedock-p.schools.nsw.gov.au/supporting-our-students/after-school-care.html>

Completed enrolment forms may be:

- Emailed to: admin@fdpsoosh.com.au
- Handed to OOSH Staff
- Posted to: Five Dock PS OOSH, c/- Five Dock Public School, Henry Street, Five Dock, NSW, 2046

Enrolment forms are collected by centre staff and kept at the centre in a locked file.

The *Public Health Act* requires that parents/guardians of all children enrolling in childcare facilities provide a copy of documented evidence of their child's immunisation status (Blue book not accepted) along with a copy of their child's birth certificate. Parents/Guardians are required to provide this evidence at the time of enrolment.

13. DAILY ROUTINES

At Five Dock OOSH we will provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development.

As the centre is the child's time for play and leisure, this will be reflected in the daily routines.

- a) A daily routine will be discussed and organised by the staff in consultation with children and families.
- b) The routine will reflect the centre's philosophy of care and the service goals.
- c) The routine will be structured around regular events of the day such as arrival, departure, school drop off and collection, morning and afternoon tea, and lunch during vacation care time.
- d) Spot checks are conducted at 4pm and 5pm in afterschool care to maintain children's safety.

- e) Spot checks are conducted periodically during excursions.
- f) The routine will provide a mixture of structured and unstructured activities in both indoor and outdoor environments.
- g) The routine will take into consideration all children's needs in relation to their emotional, social, physical, creative and developmental areas.
- h) Developing each child's own creative leisure skills will also be a consideration when planning the daily routine.
- i) The routine will be adapted to meet the varying and changing needs of the children in relation to before school, after school, vacation care and seasonal conditions.
- j) The routine will be recorded and displayed where staff, children and parents can clearly see.
- k) The routine will be flexible to meet the needs of the children and allow for spontaneity and enjoyment in the centre.

14. CHANGE OF USE AND NON-ATTENDANCE

1. NOTIFICATION OF CANCELLATION OF ATTENDANCE

A permanent cancellation of attendance requires two weeks' written notice (or at the discretion of the OOSH sub-committee/Director). Re-Booking a permanent place after that time will be subject to availability of space.

2. TRANSFER BETWEEN SAME SESSIONS WITHIN THE SAME WEEK

- Transfer, between same session booking must be done prior to the scheduled day of care i.e. AM or PM to be used for an alternate day within the same week provided the Centre can accommodate the change.
- This means a family can request to change a permanent booking from Monday PM to Thursday PM as the child has been invited to a birthday party or the parent has had a change to a roster and the family will be charged for only the one afternoon at the permanent rate.
- It will be at the discretion of the Director to let the transfer occur as the decision will be based on spaces and staff requirements.

3. NON-ATTENDANCE

Parents/Guardians must contact the centre staff via phone, in person, Daily Communication Book, email or by leaving a message on the answering machine.

- Ring the centre by Phone: **9712 3260 prior to their child's booked session** and inform a staff member that their child/ren will not be attending OOSH. This helps us to ensure the security of the children as staff are aware of all the children scheduled to be in care that day.
- Email the centre at: admin@fdpssoosh.com.au
- **Follow up procedure of non-notification of attendance.** Parents will be contacted on all occasions where their child is booked in care; but has not arrived for their scheduled bookings and/or designated arrival times. As stated above, parents are to contact the service when any change to arrangements occurs for their child's bookings/activities. This includes notification of changes of arrival/departure times and activities as well as authorised person (minimum 16 years) for collection of a child. Parents will be contacted three times prior to a formal warning being given. The non-notification of change in a child's attendance is deemed negligent on the parent/guardian's behalf. At this point, if a further breach is made, your child's placement in our care could be jeopardised. All calls made by the service are documented throughout each term. These three call violations/breaches of procedure will be renewed at the start of each term.

All permanent placement and confirmed casual bookings must be paid for regardless of whether the child attends care. Cancellation of care requires two weeks written notification.

4. NOTIFICATION OF EXTRACURRICULAR ACTIVITIES ON SCHOOL PREMISES

Parents/Guardians must notify staff of all extracurricular activities taking place within the school grounds during OOSH hours in writing via completing the extracurricular activities document (updated each term) available above sign in/out desk. In the case that you have not completed the required document and staff are not aware of your child's activity they will be unable to attend. A phone call will be made for clarification of Extracurricular attendance with a request to complete appropriate authorised document upon arrival.

Procedure:

- Check the list that parents have signed permission for their child to attend their onsite extracurricular activity.
- Assign an educator to contact the child/children 5 minutes before extracurricular lesson starting and ask them to sign out of OOSH before going to the designated activity, reminding them to sign back into care upon their return from their activity.
- Exception to the return rule are before school care children that go from OOSH to their designated activity and then straight to school or if parent/guardian has signed the child out of our care prior to lesson finishing

15. PLACEMENTS

All pre-existing and new bookings are subject to Government priority of access policy. The service will endeavour to accommodate the same session bookings for pre-existing families wherever possible. By completing the enrolment form, Families are agreeing to re-enrol their child within our service and that all information contained within their enrolment is current and up to date. This selection will remain in effect until the Service receives the required two (2) weeks written cancellation of care notice.

Priority of access will be determined in accordance with the centre's Priority Access policy, which includes compliance with Government guidelines and legislation.

- 1. Priority 1 children (a child at risk of serious abuse or neglect).**
- 2. Priority 2 children (a child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the 'A New Tax System (Family Assistance) act 1999).**
- 3. Priority 3 children (Any other school aged child)**

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

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 (2017-2018), or who or whose partner are on income support.
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Employer sponsored places

- If a child care service is funded by an employer for their employees' children, it can give priority to those children

Our service will attempt to accommodate same session bookings for pre-existing users, however placement is always subject to change based on priority of access.

For all users, a waiting list will be developed and updated regularly which identifies priority of access eligibility, date placed on list and required days of care.

Parents are able to access their status on the waiting list on request.

The Director will keep a record of receipt date for each booking request. If there are not sufficient spaces to meet the requirements of all applicants, the places will be allocated in accordance with the order that requests are received.

There are some circumstances in which a child who is already in a child care service may be required to leave the service. This is Commonwealth Government policy. If the centre has no vacant places for a session:

- A priority 3 child would be required to leave the service in order for the service to provide a place for a higher priority child.

Parents must be advised of this possibility when they enrol. In all cases, where a child is required to leave the centre, parents will be given not less than 14 days' written notice.

16. CULTURAL DIVERSITY AND ANTI BIAS

- At Five Dock OOSH we will recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in the program.
- All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

17. FEES/STATEMENTS

Statements will be emailed weekly and prior to each vacation care period. Vacation care fees must be finalised prior to vacation care period commencing.

Casual and emergency care must be paid for on the day of care.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays. (No fees charged for public holidays).

Current fees are:

PERMANENT BOOKINGS Before School Care Only After School Care Only	RATE PER CHILD \$20/day \$28/ day
CASUAL DAYS:- Before School Care Only After School Care Only	RATE PER CHILD \$23/day \$31/day
VACATION CARE/STAFF DEVELOPMENT DAYS Centre Day Incursion/Local Excursion Vacation Care Level 1 Excursion Day Vacation Care Level 2 Excursion Day	RATE PER CHILD \$55/day \$70/day \$85/day \$100/day

18. PAYMENT

Statements will be emailed weekly and prior to each vacation care period. All fees will be charged via direct debit (Debitsuccess). First payment will be one week plus two weeks in advance. Each payment thereafter will default to weekly. Payment amount to be left blank as it defaults to amount owing at the end of specified payment frequency. Parents/Guardians will be responsible for any fees and charges as a result of a returned unpaid debit, in addition to any collection fees that may be applicable. *Credit cards will need to be updated prior to expiry date; this is the responsibility of card holder.*

19. CASUAL BOOKINGS

Casual bookings should be made by phone, email or in person (when possible) on **9712 3260** or admin@fdpssoosh.com.au. Request for care should be made before 2pm at least one day prior to the required day to allow sufficient time for staff to advise if there is an available place on that day.

All casual bookings made before 2pm the previous day are confirmed unless otherwise advised. No casual bookings can be accepted if the bookings for a session would exceed approved care placement:

- 150 Before Care
- 150 After Care
- 150 Vacation Care

Payments for casual bookings may be made in advance or at the time of care. Casual bookings can be cancelled with two weeks written notification.

20. FEES IN ARREARS

Parents/Guardians are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support if required. The Direct Debit contract for payment will continue to attempt to withdrawn fees. Please note that each time a direct debit is unsuccessful, families will incur a dishonour fee unless other arrangements have been discussed and approved by the Director.

For any accounts in arrears, the primary contact will be notified via a phone call in regards to the outstanding amount that is due. If contact cannot be made over several attempts then contact is made with the secondary contact. Educator's document the date, time and type of contact made.

If no previous arrangements have been made regarding overdue fees the centre will:

- | | |
|-------------------------------|---|
| After 1 week overdue: | A call will be made, and an invoice issued to the nominated parent/guardian to remind them of overdue fees. |
| After 2 weeks overdue: | An additional invoice will be issued via email and a call will be made to the nominated parent/guardian reminding them to discuss any problems they may be having with the Director. The parent/guardian will also be informed that their child's placement may be cancelled if suitable arrangements cannot be made. |
| After 3 weeks overdue: | If no arrangements have been made to pay or the arrangements have not been kept, the child's place will be cancelled. FDPS OOSH will commence debt recovery/collection process. |

A repeat offender:

Example: A parent/guardian that has been issued with a cancellation of care notice within two consecutive terms in the same year will be required to pay the full-term fees in advance going forward.

*** Vacation Care bookings will be cancelled if before and after school care fees are outstanding, after the requested due date notified each term.**

21. LATE COLLECTION OF CHILDREN/LATE FEE

Parents/Guardians are reminded of the late collection fee. Our centre licence does not allow us to trade after 6pm during Term time, Vacation Care and Staff Development Days. Any children and or parents/guardians on the premises after 6.00pm therefore puts the centre in breach of licence obligations. Late collection can also be stressful for the children involved and, with this in mind, it is critical that parents/guardians contact us as soon as possible to advise us of a potential late collection.

After 6.05 pm, staff will telephone nominated contacts. If no contact is made with the child's parent/guardian by 6.45pm, staff will contact the relevant government agency for further advice and action; however, if no contact can be made, the child will be taken to the nearest police station for further advice.

Fees payable for late collection of children will be charged to your account at the following rates:

- An initial fee of \$20.00 for the first 15 minutes after 6.00pm.
- After 6.15pm the fee will be calculated at \$2 per minute.

If a late collection fee has been incurred, a formal notification will be issued to the family via email or letter specifying the amount charged to the family account. If a parent/guardian wishes to dispute the late collection fee on grounds of exceptional circumstances, this should be submitted in writing to centre management for consideration.

If late collection occurs twice in one month your child's/children's place may be reviewed and alternate arrangements for collection from care may need to be discussed.

22. CHILD PROTECTION/CHILD SAFE

At Five Dock OOSH we believe that the welfare of all children and unborn children is of paramount importance and that the centre has an obligation to defend the child's right to care and protection.

Staff and Sub-Committee have a responsibility to act to protect children they suspect may be abused or neglected.

Our centre will carry out responsibilities of mandatory reporting as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Interagency Guidelines and the Commission for Children and Young People.

At Five Dock OOSH we believe it is important that each child's social, emotional, language, physical and intellectual needs be met. If a child seeks physical comfort e.g. cuddle, pat on the back, hold hands etc it is up to the staff member to respond with the appropriate physical contact that abides by child protection guidelines.

All Staff are encouraged to complete an "Identifying and Responding to Children at Risk" training course on a yearly basis. This is to assist the staff to determine appropriate contact between educator and child.

- NSW Government Office of The Children's Guardian
<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>
<https://www.ocg.nsw.gov.au/>
- Keep Them Safe www.keepthemsafe.nsw.gov.au
- Human Services Network www.hsnet.nsw.gov.au
- Community Services www.community.nsw.gov.au
- NSW Commission for Children and Young People www.kids.nsw.gov.au
- Child Story Reporter <https://reporter.childstory.nsw.gov.au/s/mrg>
- Child Protection Helpline 13 21 11
- Office of the Children's Guardian <https://www.kidsguardian.nsw.gov.au/>
- Child Safety Standards <https://www.ocg.nsw.gov.au/child-safe-organisations/training-and-resources/child-safe-standards>

Important contact Numbers: Children Services Help Line 132 111, Child Abuse Prevention Services 1800 688 009, Child Abuse Report Line 131 478, Domestic Violence Line 1800 656 463, Family Drug Support 1300 368 186, Life Line 13 11 14, Rape Crisis Centre 1800 424 017, Crisis Services for children, young people and Parents 1300 1300 52, Victims Support Line 1800 633 063 and Kids Help Line 1800 55 1800.

23. FDPS STAFF DEVELOPMENT DAYS AND PUBLIC HOLIDAYS

- OOSH does provide care on **Staff Development Days**. Hours of operation are from **7.00am to 6.00pm**.
- The service is **closed** on **Public Holidays**. (**No fees are payable**)
- **Teachers Stop Work Meeting:** Our centre will be open at the discretion of staff and the OOSH sub-committee. Parents will be advised of operating hours via the school newsletter.

24. VACATION CARE

Our service provides Vacation Care during school holidays; however, there is a three-week shut down period over the Christmas break and staff will resume work for January Vacation care as advised on the programme. All Vacation Care bookings and excursions must be pre-paid in advance, Excursions and Incursions are **non-refundable** after the designated return booking deadline. Cancellation of non-excursion days require two week's written notice. Booking Forms will not be accepted if any Term fees are outstanding. Placement is subject to these terms and conditions. The centre operates from **7.00am to 6.00pm sharp**.

Staff ratios for excursions:

- 1 to 8 on excursions
- 1 to 5 excursions involving swimming and high-risk activities.

Late fees resulting in pick-ups after 6.00pm will apply at the rate of \$20.00 for the first 15 minutes and \$2.00 per minute thereafter.

25. ABSENT AND MISSING CHILDREN

We will ensure the safety and welfare of the children by ensuring clear communication and co-operation between the centre, parents and the school.

ABSENT CHILDREN

Parents/guardians are to advise the centre if their child will be absent on a day that they are booked into care.

If parents are aware beforehand, they must:

Record the information in the daily communication book, email and/or call the centre for the day of expected absence.

If parents do not know until the day they must in person:

- Contact the centre by Phone: **9712 3260 prior to your child's scheduled session** and inform an educator member that their child/ren will not be attending OOSH.
- This information must be recorded in the phone/message book.
- Parents must indicate the expected time of absence.
- If a child only attends after school care, then the parent must ring and inform the centre when the child returns to school and that the child will be attending the centre on that afternoon.
- Parents will be informed of this requirement on enrolment and through the parent information booklet detailing the great importance of the centre knowing of a child's absence.

Should a child not be present and waiting in the designated area when expected, the staff member will:

- Ask the children of their knowledge of where the child might be.
- Approach the school office and ask for information regarding the child's attendance at school.
- Ensure all other children are well supervised during this time.
- If the child was absent, then the parents will be called on arrival back to the centre to remind them of their failure to contact us and to find out if the child will be attending the next day or not.
- If parents are not available staff will continue to call until a contact is made. If no contact is still made by the next morning then an authorised person on the child's enrolment form will be contacted to try to find out further details.

MISSING CHILDREN

Should a child not be present and waiting in the designated area when expected, the staff member will:

- Ask the children of their knowledge of where the child might be.
- Approach the school office and ask for information regarding the child's attendance at school.

If the child attended school and is expected to attend the centre, then the staff member will:

- Inform the school of the missing child.
- Ask them to find out if the teacher is aware of the parent or anyone else collecting the child and assist in the search of the school area.
- Ensure all the other children are well supervised during this time.
- If the child is still not found then the staff member will:
- Take the other children back to the centre.
- Try to contact the parent or authorised person to inform them and find out any further information
- Continue to keep in contact with the school.
- Arrange for appropriate staffing levels and send a staff member to look in the local area or follow up on any leads regarding the child going to a friend's home.

If the child remains missing:

- The parents/authorised persons are to be kept informed.
- The police are to be contacted.

26. DELIVERY TO AND COLLECTION OF CHILDREN FROM THE EDUCATION AND CARE SERVICE

Five Dock OOSH, staff responsibility for a child begins:

- When the child enters the program space and is electronically signed in by parents/guardian.
- When the child arrives to care from his/her classroom or is picked up outside their classroom area (Kindy) and taken to Aftercare and signed in by staff.

Five Dock OOSH, staff responsibility for a child ends:

- When children have assembled into lines for commencement of school
- When a parent/guardian arrives at the centre to collect and electronically signs out the child/children.

1. DELIVERY OF CHILDREN

- Staff Car Park speed limit **5km/hr No parking permitted for parents/caregivers at any time**
- Children are not to be left at the centre at any time prior to the opening hours of the centre.
- On arrival the person bringing the child is responsible to sign the child in via the electronic procedure.
- Any points of information are to be recorded in the Daily Communication book, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing.
- Children are to place their belongings in the appropriate place.
- The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special/additional needs are communicated.
- Should a child require medication of any kind, parents must fill in and sign the medication form and provide medication to an educator in accordance with the *administering medication* policy

2. COLLECTION OF CHILDREN

- Staff Car Park speed limit **5km/hr No parking permitted for parents/caregivers at any time**
- Children must be collected by the closing time of the centre.
- The authorised person for collection must be minimum 16 years of age.
- The authorised person who is collecting the child must on arrival complete the electronic sign out procedure.
- The authorised person and children are to ensure that all belongings are collected.
- The authorised person must ensure that a staff member is aware that they are taking the child from the centre.
- Staff are to be notified if the persons collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing by letter, Daily Communication book or email if possible, and the person picking up the child is asked to bring photo identification. Electronic Identification will be required upon arrival at the service. (This will be set up by staff)
- The names, addresses and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.
- The authorised person is required to give proof of photo identification to staff if they have not seen them previously.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

- If there is an emergency and the parent or an authorised emergency contact (minimum 18 years of age) cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of photo identity e.g. licence.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received and photo identification is shown.
- A child can only be released to his/her parent or those designated by the parent on the Enrolment form. If a parent is not allowed to pick up a child, the Centre must have a copy of the Court Order signed by the Judge. Without this documentation, we are obliged to release the child to either parent.

27. COLLECTION BY ANOTHER PERSON

If a child is to be collected by someone other than the people nominated on the enrolment form, parents/guardians are required to notify the service in writing via email outlining the person who has been arranged to collect the child/ren. This does not apply to a legal custody arrangement.

You will need to provide the name and description of the person and they will be asked to provide photo identification before the child/ren can be released into their care.

28. CUSTODY MATTERS

It is necessary for OOSH staff to have a certified copy of a court order or any other legal document (such as from DOCS or police-AVO), if that order refuses a parent or any other significant person access to a child.

29. BOUNDARIES

Children are not allowed to leave the school grounds unsupervised. Specific boundaries will be set by staff depending on activities and conditions at the time. **If a child leaves the school grounds unaccompanied and without permission, parents will be notified and police will be contacted, as two staff must remain on premises at all times.**

Going out of bounds may incur a penalty of “time out”, which is intended to reinforce the dangers in not following the rules. (Refer to Discipline and Behaviour).

30. HEALTH AND SAFETY

- At no time will the health, welfare or safety of centre users be compromised.
- Staff undertake regular inspections of premises to ensure that potential risks are identified, and action taken. Occupational Health & Safety issues should be immediately reported to the Director.
- The car park speed limit is 5km/hr and is **Not permitted for use by parents/caregivers at any time** for the safety of children.
- The centre is a ‘no smoking/no alcohol’ area.
- The centre is cleaned by staff, to maintain a safe, healthy and clean environment for the children; this includes wiping tabletops, chairs and toys, vacuuming and mopping floors.
- OOSH staff are responsible for the removal of food scraps and other rubbish daily.
- As the room contains craft supplies, dangerous or potentially harmful items are stored in locked cupboards. The use of such items is closely supervised.
- Children must not light or be in possession of matches, lighters or any incendiary devices.

31. ACCIDENTS AND ILLNESS

- The centre is committed to the safety of all children. However, accidents may still occur. Therefore, any accidents, potentially requiring medical treatment, will be recorded and the parents/guardians informed immediately.
- Should a serious incident occur, an Incident Form will be given to the parent/guardian to sign upon collection of the child. This will then be placed in the child's personal file.
- OOSH staff are required to hold a Senior First Aid Certificate. A fully maintained, portable First Aid Kit is available at the Centre at all times.
- When a child has a contagious illness an exclusion period will be enforced. They may return to the centre once the contagious period has passed. In more serious cases, a medical certificate may be required.
- The Centre reserves the right to exclude children with infectious diseases. Parents/Guardians **must** notify staff if their child has an infectious disease. (See Dealing with Infectious Diseases and Illness policy).
- All individuals must comply with any NSW Health Orders that are implemented.
- In the event no medical practitioner is documented Five Dock Medical Centre 8753 4700 will be set as the default practitioner.

32. SICK CHILDREN

In the event of a child becoming sick at the centre, staff hold legal and professional responsibilities for that child. Staff may need to isolate the child from other children depending on the medical condition. All action taken will be recorded in accordance with regulations.

Staff will make every effort to contact parents/guardians and failing that, will contact listed emergency contacts, to collect the child from the centre. However, if the condition of the child is deteriorating and staff are unable to contact anyone, an ambulance may be called.

If your child has been absent from care due to illness a medical certificate will be required and or clearance letter for any communicable illness as per NSW Health guidelines. We request that you contact the OOSH service prior to your child returning to our service.

33. ALLERGIES

At Five Dock OOSH, staff will be aware of a child's allergies and manage allergic reactions. (All educators are Allergy Aware)

Parents/Guardians are asked to inform the centre of any allergies their child may have at the time of enrolment.

This information will be recorded on the child's enrolment form.

- Where a child has an allergy, the parents will be asked to supply a letter from their doctor explaining the effects if the child is exposed to whatever they are allergic to and providing methods of treatment that the staff can help the child if they do become exposed.
- It is the responsibility of the parent/guardian to update their child/ren's medical management plan yearly. This request is a requirement under Government Regulations and if not complied with, will result in your child being sent home until relevant documentation and current in date prescribed medication is provided to our service. (In accordance with "*Administration of Medication*")
- If a food allergy exists, parents will be made aware the service supplies (e.g. soymilk, gluten free bread etc) or asked to supply any particular diet if required.
- All food allergies will be placed on a notice near the kitchen area to remind staff. A list of what the child cannot eat plus alternatives will be recorded.
- Where a child has a life-threatening food allergy and the service provides food, the service will complete a risk minimisation plan and endeavour to reduce the risk of contamination by having

the particular food allergen prepared in a separate area. Children will be asked to wash hand and face with soap and water after consuming the particular Allergen.

- All staff are to make themselves aware of this list.
- All casual staff will be informed of the list on initial employment.

34. FIRE DRILLS/EVACUATION/LOCKDOWN/LOCKOUT

- The centre will practice fire drills with an emergency evacuation route and a muster station at least twice a year. (All Fire Drills/Evacuation/Lockdown will be documented)
- Assembly point back of canteen or to the most appropriate assembly point (Fire)
- Assembly point Staff will gather all children within the main room or to the most appropriate assembly point

35. MEDICATION

If your child takes regular medication, you must include this on the enrolment form and ensure that the child's medication is provided for use at the service.

- A signed authorisation form is required from parents/guardians in order for OOSH staff to administer medication to children.
- Staff must be given the medication box/container, which notes the child's name, name of medication, the dosage required, and possible side effects.
- Over the counter medication will be used in line with Regulation 95 Aii
- Medication is stored in a locked cupboard or refrigerated if required. It must be taken home at the end of the day.
- If your child is diagnosed with asthma, anaphylaxis or an allergy your child's medical plan must be supplied to the service and updated yearly, this is the parents responsibility. Appropriate medication will also need to be supplied to the service in accordance with administration of medication policy.

36. AMBULANCE

The centre carries ambulance insurance and will use the services if necessary.

When a child is taken by ambulance, a replacement casual staff member will be employed to ensure that the educator: child ratio is not affected.

37. CONFIDENTIALITY AND PRIVACY

All information about children, parents, families and staff is confidential. This information is kept in a locked filing cabinet.

Sub-committee, staff and Parents, should respect the privacy and confidentiality by speaking with the Director, and should not be discussed with unauthorised personnel.

All information pertaining to the Centre should be considered to be confidential, this includes:

- Information relating to any child enrolled at the Centre and/or that child's Family.
- Information about any of the staff or sub-committee members and/or their families
- Information on issues relating to the running of the Centre.
- Purposeless discussion does nothing but undermines the staff's relationship with parents and is detrimental to the good name of our Centre. The privacy of others should be respected at all times.

a) Privacy is to be respected at all times.

- b) No information is to be given out without written authority from the parent or legal guardian.
- c) The only exceptions will be for legal reasons such as information for the police or Community Services.
- d) Confidential information is to be stored in a secure lockable cabinet.
- e) A confidential issue can be discussed at a meeting without divulging the personal details of the individual/s involved. Once the meeting is closed details should not be discussed with people outside the meeting.
- f) Any information given in confidence to a staff member should remain between that member of staff and the Director. If the Director considers that this information will impact on the well being of any child or staff member at the Centre, then the information will be shared as is necessary.
- g) There will be times when parents need to speak in confidence with staff of the Centre. This should be done in a quiet private area.
- h) Confidentiality needs to be taken seriously within the service. A professional approach is needed at all times.

Staff/ sub-Committee contact details, phone numbers, addresses etc. are not to be given out under any circumstances. In the event of someone needing to contact a staff or sub-committee member, take their particulars and advise them that you will pass them onto the said person and they can call back.

All information about children, parents, families and staff is confidential.

- This information is kept in a locked filing cabinet.
- Parents should respect the privacy and confidentiality by speaking with the Director, not other parents.

38. DISCIPLINE AND BEHAVIOUR

At Five Dock OOSH we will provide an environment where all parents, staff and children feel safe, cared for and relaxed. This environment encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness. These rules help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

We will provide a quality service through the professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work.

Should staff fall below clearly identified standards then we will address this in a swift and considerate manner.

OOSH's policy encourages independence and responsibility as well as cooperation and sharing among children.

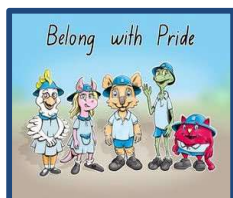
- Staff reinforce positive behaviour by praising children and recognising their attempts to be helpful and cooperative.
- Different methods are used according to the child's developmental level to discourage anti-social behaviour such as hitting, threatening, biting and harassing.
- We encourage parents/guardians to discuss with staff any behavioural difficulties they may be experiencing with their child so that the service practices can be consistent with those you are using at home and those used at school.

OOSH encourages use of the **Positive Behaviour Learning** (In Line with Five Dock Public School):

The main ideas of PBL:

- To focus on student engagement

- Preventative emphasis
- A system-based intervention
- A problem-solving framework
- Promotion and application of evidence-based interventions
- Inclusive of all students
- Supports the curriculum



All documentation relating to serious discipline or behaviour incidents is kept at the centre in a locked cupboard. Parents/guardians are notified of serious incidents and will be asked to also reinforce appropriate behaviour.

OOSH does not allow continued attendance of children who are on Suspension:

- Physically or verbally abusive to children, parents and/or staff
- Persistently disruptive or on suspension from school
- The management Committee in consultation with the staff will discuss the issue.
- Where, in the interest of the child and other children at the centre, exclusion may be the only step to be taken, this will be decided by the OOSH Sub-Committee/Director.

Bullying behaviour is:

- **Verbal** e.g. name calling, teasing, abuse (inappropriate language), putdowns, sarcasm, insults, threats
- **Physical** e.g. hitting, punching, kicking, scratching, tripping, spitting
- **Social** e.g. Ignoring, excluding, ostracising, alienating, making inappropriate gestures
- **Psychological** e.g. spreading rumours, dirty looks, hiding or damaging possessions, malicious SMS and email messages, inappropriate use of camera phones.

The term “Bullying” has specific meaning. Our Service complies with Five Dock Public School Anti-Bullying Plan found on the School website: <http://www.fivedock-p.schools.nsw.edu.au/>

If a child demonstrates consistent unacceptable behaviour, consultation with parents/guardians will be arranged with the centre’s Director. However, if the behaviour persists the matter will be referred to the OOSH sub-committee, in consultation with the parent/guardian, to determine whether a placement can continue to be offered to the child.

If a child leaves school grounds unaccompanied and without permission, parents will be notified and police will be contacted, as two staff must remain on premises at all times.

Any child who normally attends OOSH and who has been **suspended from school** may not attend OOSH whilst under suspension.

39. PERSONAL POSSESSIONS

We ask parents/guardians not to allow children to bring chewing gum, aggressive and dangerous toys or weapons, as per the NSW Department of Education guidelines.

Parents/Guardians should clearly label articles of clothing and other personal possessions. Staff cannot assume any responsibility for children’s clothing or other personal possessions.

A lost property box is kept on the premises located in the foyer of the main OOSH room; please check for any missing clothing/items before leaving each day.

40. PROGRAMS AND ACTIVITIES

At Five Dock OOSH we will develop and implement a balanced program that is stimulating, interesting and exciting which allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. Our centre program will reflect the diversity of our community and take into consideration risky play.

Children and parents are encouraged to be actively involved in the planning, implementation, and evaluation of the program.

The daily program and activities are chosen to provide a learning environment which encourages children to be involved in activities that enhance self-expression and confidence through such areas as art, craft and sport.

Note: The program is located in the foyer area of the main OOSH room and on our Facebook page.

41. EXCURSIONS

Excursions are programmed to be a part of both vacation care and before and after school care. They are an educational experience that allow opportunity for children to connect with and explore their world. Excursions are designed to reflect the age, capacity and interests of the children and maximise children's developmental experience. Staff will research excursions to ensure they are appropriate for children to attend and conduct risk assessments prior to attending. If a parent/guardian would like their child to attend an excursion they are required to complete an excursion permission form which will be distributed by the service prior to excursion. The centre is responsible to ensure that an alternate excursion is accessible if a situation occurs that requires us to modify our originally planned excursion. All parents will be notified before the excursion commences of any changes.

42. TELEVISION / VIDEO

Films can be used as part of the program of activities after thoughtful consideration relating to the content and message of the films. Staff will ensure all films are suitable for the children's ages.

Viewing of television is not a regular part of the program and is at the discretion of the staff. Only movies rated, 'G' and 'PG' are allowed.

43. HANDHELD DEVICES

Conditions of use for personal handheld devices:

- Not allowed during Term time
- Vacation Care use is allowed, however all devices will be checked for age appropriate games by an educator. (Anything deemed not age appropriate will result in suspension of the device during vacation care)
- It is parent/guardians responsibility to make sure age appropriate games are downloaded and stored on their child's device.
- Smart watches are not to be used by children whilst at the service. Parents/Guardians are asked to contact their child/ren via the Centre's landline.

44. INTERNET USE

OOSH abides by [Department of Education and Training Internet Guidelines and Internet Operating Policy](#), however we do have some exemptions, such as the use of age-appropriate gaming sites. We also monitor website activity, which we do on a regular basis to ensure appropriate internet behaviour. [The](#)

computers/iPads are in view of staff at all times, and we protect children from inappropriate sites via using the parental control blocking system.

If students come across sites that are not appropriate, they are required to inform a staff member to have the site blocked for their own safety. The consequence of entering a site that is not age appropriate is that the computers will be banned and upon return, they will only be able to access education department web sites.

Bullying on the internet will not be tolerated and parents will be notified of any problems via a documented report. A two-week suspension from use of the computers will apply.

Additionally, the downloading by children of files via the Internet (e.g. software, data, music, pictures, video etc.) whether intentionally or unintentionally is not acceptable at any time.

45. SOCIAL MEDIA/ MOBILE PHONES/SMART DEVICES

Social media sites can provide information to potential clients on what our organisation offers.

Our social media website page on Facebook is maintained by the education and care service can support families to make informed decisions about education and care and find out more about if a particular education and care service will suit their requirements. Families are also able to gain contact information or request further information through emails. Social media may be utilised to support enrolled families to communicate and share information.

- Mobile phone/smart devices use is based on the principles of mutual responsibility and respect of all parties involved in the use of mobile phones. It requires accountability on the part of the user for his or her actions. It is designed to assist in managing the safe and responsible use of mobile phones/smart devices by students and involves parents as partners in assisting their children in the proper use of mobile phones. It is underpinned by an overall requirement for students to exercise care and use their mobile phones/smart devices in a considerate manner and to be aware of situations in which others could be affected by their actions.
- Children who bring a mobile phone/smart device to OOSH should leave it in their bag or **preferably** hand it to an educator to be locked in the office cupboard.
- OOSH accepts no responsibility for replacing lost, stolen, or damaged mobile phones/smart devices.
- OOSH accepts no responsibility for children who lose or have their mobile phones/smart devices stolen while travelling to and from the centre.

46. USE OF PHOTOGRAPHS

We ask all parents to complete a permission note with their child's enrolment form to approve the use of their child's photo within our service and on the School's and P&C Association Website.

Only Christian names of children will be published.

(Example of Permission for use of Photographs that is in Enrolment Form)

Tick one box only:

- ☐ My child's photograph **may be published** within articles on the school's and Five Dock P & C websites on the Internet, also Five Dock OOSH Newsletters and around the Centre. (Only Christian names will be published).
- ☐ I would prefer that my child's photograph **not be published on the Internet.**

47. MEALS

Staff and the OOSH sub-committee regularly review the meals policy and menus to ensure compliance with Healthy Eating Standards. The sub-committee has also determined that afternoon meals are not intended to be substitutes for dinners provided by parents.

The following are sample meals served at OOSH

- **Breakfast (provided prior to 8.15am)** which can include: cereal, toast, milk, pancakes, eggs, fruit ...
- **Afternoon tea** which can include: chicken stir-fry, pasta Bolognese, sausage sizzle, Nachos, Lasagne, Sushi, sandwiches...
- **Late snack served at 5.30pm** which can include: frozen oranges, fruit salad, fresh fruit, and biscuits...
- Fresh drinking water will be available at all times for the children and Educators.

A meals program is completed on a weekly basis and is displayed in the foyer near the main OOSH room and on our Facebook page.

48. HOMEWORK

The service supports and actively encourages children to complete their homework at the centre; however, staff may not be able to assist due to priority of duties and care of other children. The onus remains on parents to supervise and monitor a suitable homework and study regime.

49. SUN CARE AND HATS

The centre has a **NO HAT, NO PLAY** policy. OOSH provides *SPF 30+* sunscreen for use by children when playing outdoors or on excursions.

Children who do not have a hat must play in a sheltered or shaded area. Staff are to enforce the 'no hat no outside play' rule.

We are a SunSmart service.

50. SUB-COMMITTEE MEETINGS

Sub-committee meetings are held once per term time. Meetings commence at 7pm via Zoom. The sub-committee is elected each year at the P&C Association AGM in March. All parents/carers are welcome and encouraged to attend sub-committee meetings.

51. PARKING

Parents/guardians delivering or collecting children are required to observe all parking restrictions and safety procedures. **No parking permitted for parents/caregivers at any time** in the West St staff car park this is to ensure the safety of all children. Speed in the car park area is restricted to **5 km/hr**.

52. GUIDELINES FOR MANAGEMENT OF COMPLAINTS

We welcome feedback on our service. If you feel something is not right, please speak to the staff who will try to clarify the complaint and resolve it, if possible.

A complaint can be informal or formal. It can be anything which an Educator/Parent/Child/Community Member thinks is unfair, unsuitable or which makes them unhappy with the service.

All confidential conversations with parents will take place in a quiet area away from children, other parents and staff not involved in the matter.

If you have a complaint or comment about the service, please talk first to the Director, who will arrange a time to discuss your concern and come to an agreed strategy to address the issue.

If the complaint is not handled to your satisfaction at this level, or if it is not appropriate to speak to the Director, you should discuss the issue with the chairperson of the sub-committee either in writing or verbally.

The sub-committee will discuss the issue with the Director and develop a strategy for resolving the problem. This will be discussed further with the parent or, if necessary, a meeting will be organised with the Director and parent to resolve the problem.

A complaint by a parent/guardian will be recorded and dated indicating the issue of concern and how it was resolved.

The Director or sub-committee will inform the parent what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or, if the issue has been dealt with on a more formal basis, then the sub-committee, P&C Executive or Director will write personally to the parent.

We are confident that most issues can be resolved through dialogue and mutual cooperation. If, however, any complaint cannot be resolved internally through the above processes, other options, such as mediation through a third party, will be considered.

53. CODE OF CONDUCT

A. PROFESSIONALISM

Staff are required to act with integrity, fairness, respect, honesty, compassion and in an ethical manner. These standards are applied to all interactions within the organisation:

- Between staff and children
- Between staff and parents
- Between staff and staff
- Between staff and the general public

These standards are also to be applied personally in managing the organisations assets, equipment and materials, complying with all policies and procedures, adhering to the principles of privacy and confidentiality and in general conversation about the service, its people and future directions. Where staff fail to undertake due care or fail to adhere to the code such action will constitute misconduct and lead to disciplinary action.

Contract staff, volunteers and students must also abide by the terms and conditions of this code and where breaches occur reviews of any agreement will be undertaken.

B. RIGHTS AND RESPONSIBILITIES OF STAFF

All staff have the normal rights and obligations of employees under common and statute law. Staff must in their duty comply with a lawful direction given by the Director. Staff may question such direction where they feel it violates the code.

All staff have a responsibility to perform their duties effectively and to be aware of the service policies, procedures and directives. Sub-committee and management staff have a responsibility for the

distribution of such documents and all staff have the responsibility for reading and questioning any items that require clarification for comprehensive understanding.

It is understood that staff will want to ensure that the systems and procedures used in their workplace are effective. Staff are encouraged to take responsibility for systems improvement offering suggestions for improvements and implementing new work practices in a timely manner.

Staff are advised to be familiar with all Acts and Legislation that affect their workplace.

- Children and Young Persons Care and Protection Act
- Children's Services Regulation 2004
- Work Health and Safety Act
- Child Care Administrations Act
- Privacy and Personal Information Act

C. WORKING WITH CHILDREN CHECKS

All staff employed, contractors, volunteers and students completing their practicum arrangements at Five Dock OOSH will be required to undertake a Working with Children Check. Students may provide recognised checks through their educational institution specifically undertaken for the completion of their practicum arrangements.

D. DUTY OF CARE

"Anyone in charge of children, whether as a parent or teacher, owes a duty to protect his charges from foreseeable dangers whatever their source".

(Fleming, *The Law of Torts 1983*, p.142).

As a basic principle under the Common Law of Tort, every person is bound to exercise a duty of care in their dealing with other persons in the provision of goods and services and in respect to the use of equipment or ownership of premises.

Legal liability may arise when a person fails in the exercise of that duty of care (or negligence) and injury or damage is caused by that negligence. All staff being employed in the provision of child care programs are responsible to ensure that proper care is taken to protect children, their families, staff, visitors and students from harm in all circumstances.

E. CHILD PROTECTION/CHILD SAFE

Staff should effectively implement policies and programs for child protection and student welfare.

F. CONTROL OF RISKS

All services are required to undertake observation, monitoring and risk assessments for:

- Programs
- Excursions
- Health conditions
- Onsite areas used by the centre
- Emergency evacuation and procedures
- Medical Equipment used and stored in the medical kits.

Risk assessments should also be undertaken where any child protection concerns arise alongside concentrated observation and monitoring. All concerns are to be reported to Management and the Executive the same day they arise.

G. PROFESSIONALS CODES

It is recognised that staff may adhere to professional codes within the industry and their profession. Where it appears that a conflict arises between this code and a professional code staff are required to bring the matter to the attention of Management staff for discussion and resolution.

H. COMPETENCY

Efficiency, effectiveness, sound judgement and striving for high-quality in-service provision are the standards sought by and required of staff. There is an expectation that staff will seek to be competent and whenever possible assist those around them to also improve and enhance their levels of competency. Regular staff meetings are arranged in order to encourage staff to assist each other to improve and enhance their competency.

Staff have an obligation in the context of their employment to support and advocate for the rights of children and the need for high quality service provision within the childcare sector.

Where staff have been involved in unlawful and unprofessional conduct whether within the service or in a private capacity, and that behaviour damages the reputation of the service, disciplinary action will result.

I. PRESENTATION

Staff are to adhere to the dress code of the service presenting themselves in a professional manner for work. Staff are to wear the T-shirts and jackets provided by the service along with appropriate clothing, such as:

- Men – Jeans and shorts along with enclosed shoes.
- Women – Tights, jeans or appropriate length shorts along with enclosed shoes.

Dealing with parents, children, colleagues and the public

Staff must treat everyone with respect, fairness and consistency. Staff must be courteous and sensitive to others needs and as far as is practical provide all the necessary assistance possible.

Irrespective of status or position all staff are to conduct themselves in a manner which will promote cooperation and harmonious relations. A cooperative collaborative atmosphere conducive to the promotion of integrity will assist all staff in the implementation of this code.

Staff should be aware and tolerant of others views especially when they are different from their own.

Staff are to be aware of discriminatory behaviours and ensure that their conduct is not discriminatory or in any way harassing to others.

Staff must ensure that the rights and dignity of others is supported and upheld in all circumstances being sure to actively promote and advocate for the rights of children in all services.

Where staff recruitment is undertaken suitable applicants will be selected according to their merit and aptitude for positions to be filled.

J. PRIVACY AND PERSONAL INFORMATION

All personal and health information is only to be recorded under the following circumstances:

1. Where there is a legitimate legal need
2. Where it is factual
3. Where the information is kept secure under lock and key
4. Where only those persons legally able to view or share the information have access to it

Staff should never reveal personal information to enquirers without legitimate proof that person can access that information. Where Government agencies request information about children, families or staff a written request is required on Departmental letterhead either faxed, emailed or through Australia Post.

Staff are to ensure that under no circumstances is any personal information of any kind including confirmation of employment or care provision to be provided to any enquirer without the appropriate written documentation being received and verified.

K. WORK HEALTH SAFETY (CHILD SAFETY)

All staff are expected to comply with the WHCS Act and Regulation as well as any instructions or procedures from the Director stating any requirements for workplace health and child safety. Health and child safety covers actions to minimise cross infection within services, identification of hazards and actively attending to hazards when identified, hygiene and cleanliness procedures, appropriate care and maintenance of equipment and facilities, personal care and wellbeing, being alert to risks and potential risks, the treatment of others and mental health awareness, child safety and adherence to policies and procedures alongside the appropriate use of personal protective equipment.

Staff are to actively pursue training in this area when offered.

Staff will also have an obligation not to wilfully place themselves or others at risk or injure themselves or others in the workplace. Information is available to all staff in relation to workplace health and safety and it is both the responsibility of management to provide such information and the responsibility of staff to read and where unsure to ask questions about such information to gain a true understanding and therefore ensuring the maximum provision of a safe and healthy workplace environment.

L. CONFLICT OF INTEREST

A conflict of interest may arise from:

1. Cultural or religious values expressed
2. Other professional ethics
3. Personal or professional relationships
4. Financial or proprietary interests
5. Status or role
6. Secondary employment

Five Dock OOSH operates a conflict of interest register. Where a conflict of interest exists or is thought to exist staff are to inform the Director and register the conflict in the Conflict of Interest Register.

Wherever a conflict exists staff are to ensure they excuse themselves from any decisions made where conflicts exist. Staff are also to ensure that at any point the interests of Five Dock OOSH are paramount where conflict occurs.

M. GIFTS AND BENEFITS

Children's Services have a long history where families have traditionally provided small gifts to staff by way of flowers or tokens in appreciation of the care provided to their children, often care that has been provided over many years. These gifts and the manner in which they are offered is acceptable to our service.

Gifts that are of significant value and which may be seen as bribes, impartial and likely to question staff integrity should be politely refused in all circumstances.

Any staff member who accepts a gift from any person in return for favourable treatment of the donor will be guilty of misconduct. In such circumstances disciplinary action will follow. In circumstances where such conduct constitutes gross misconduct termination of employment will occur.

Any staff member who is offered a bribe of any kind is to politely refuse indicating it is improper and against the Code of Conduct. Any such action should be reported to the Director of the service or next level management.

At no point should any staff employed by our service offer any gifts or bonuses to any other agency for the specified purpose of advantageous treatment or perceived improper influence. Disciplinary action involving suspension and or dismissal may result.

N. CASUAL, PART TIME STAFF AND CONTRACTOR'S ADDITIONAL INFORMATION

Casual, part-time and contract staff are likely to be engaged in other employment. A conflict of interest may appear where staff are asked to babysit children from families enrolled in our service.

It is the responsibility of the parent and the arrangement made with the individual they have requested to care for their child/children in their family home, the service holds no liability for these requests and asks that strict adherence to confidentiality must be maintained.

O. RELATIONSHIPS WITH THE CHILDREN IN OUR CARE

Staff are expected at all time to be aware of the care, welfare and safety of the children in our care and to promote safety and wellbeing in all services and through all activities.

All staff must be aware of and adhere to the Child Protection Legislative guidelines and procedures of our service.

Spending inappropriate amounts of time with particular children, providing gifts and special favours and allowing some children to overstep boundaries is highly inappropriate and will be viewed in terms of grooming behaviour where they occur in clusters or over specified periods of time. Such behaviour will be treated as serious misconduct and termination of employment will occur alongside reports to Human Services and notifications to the Commission for Children and Young People.

Any staff member found to be in breach of these guidelines causing risk of any kind to the safety and wellbeing of a child or children in their care will be subject to disciplinary action which may involve termination of employment and subsequent notifications to the Commission for Children and Young People.

Staff should develop professional relationships with students that cannot be misinterpreted as a personal, as opposed to a professional relationship.

Staff are required to conduct any already established personal relationships with children and their families in a non-compromising manner.

P. PHYSICAL CONTACT WITH CHILDREN

Staff must ensure they do not engage in any activity that could result in physical harm or assault. Assault occurs where a staff member has been physically reckless or hostile in an application of force or the threat of such action. Physical contact in everyday actions does not amount to assault. Reasonable action to intervene to protect children from themselves or others actions does not amount to assault.

Q. NEGLECT

Staff must ensure at all times that physical or emotional neglect does not occur. Such things as refusal of food or non-provision of adequate food, ensuring appropriate clothing and emotional support

through recognition of the child's efforts, attention to their welfare and positive interactions with verbal encouragements.

R. PSYCHOLOGICAL HARM

At no point should any staff member engage in:

1. constant criticisms of a child,
2. teasing or belittling language
3. excessive and unreasonable demands
4. hostility, verbal abuse and rejection
5. use of social isolation and inappropriate locations as punishment

S. TOBACCO, DRUGS AND ALCOHOL

Permanent or temporary and long-term casual staff experiencing difficulties in relation to alcohol, tobacco or other drugs, are encouraged to access the Employee Assistance Program, for assistance.

Staff are required to adhere to the Tobacco, Drug and Alcohol policy. Where prescribed medication is required staff must ensure such medication is kept in a secure location inaccessible to children and other staff. All medications for children are to be stored and administered in line with medication policy and procedures.

T. DISCRIMINATION, HARASSMENT AND WORKPLACE SAFETY

All staff are required to adhere to a professional ethics standard where workplaces are to be free of all forms of harassment and workforce discrimination. All staff are to be aware of equal employment opportunity policy.

Alongside unlawful harassment of staff, it is incumbent upon all staff present at services to ensure no child, children or visitor to services suffer from such harassment.

Staff must not harass or discriminate against any person on the grounds of race, sex, marital status, disability, homosexuality, age, transgender or carer's responsibilities. Such harassment or discrimination may constitute an offence under the *Anti-Discrimination Act 1977*. In addition, staff must not harass or discriminate on the grounds of political or religious conviction.

U. WORKPLACE SAFETY

Under the *Work Health and Safety Act 2011* Five Dock OOSH as an employer has an obligation to provide a safe and healthy working environment. Staff also have an obligation to take steps to protect their own health and safety and that of their colleagues, the children and visitors. All staff must observe and Supervisory staff must ensure that staff observe risk management, health, safety, security and personal protective equipment procedures and requirements. Staff must identify and report hazards promptly using the supplied forms and channels of communications and supervisors must ensure these are eliminated or controlled.

V. INFORMATION COLLECTION AND PUBLIC COMMENT

The Sub-Committee or Director will have all responsibility for any dealings with the media and staff are to refer any requests for information that occur.

Staff need to be aware of and comply with the *Privacy and Personal Information Protection Act 1998*. Particular care must be taken with the collection, storage, use and disclosure of personal information in order to protect individuals' privacy. In general, staff must not use or disclose personal information for a purpose other than that for which it was collected, unless consent for other uses or disclosure is obtained from the person to whom the information relates.

Personal information collected or held by Five Dock OOSH must be held securely to avoid loss; unauthorised access, use, modification or disclosure; and all other misuse.

The Privacy Act contains criminal sanctions for the unauthorised use and disclosure of personal information by staff.

Staff must not make private use of Five Dock OOSH internal official information. Misuse of official information, whether or not for monetary gain, will be viewed as corrupt conduct and subject to disciplinary action. Approval may be given however for staff to make use of official documents in defence of defamation and associated legal actions.

W. USE OF RESOURCES

Stationery, letterhead and our official logo must not be used for anything other than official business. Staff should not seek to make private use of the services of other staff whilst those staff are on duty. Staff who are asked to do jobs that are not work related in work time should refuse.

Five Dock OOSH facilities and equipment must not be used for private employment or for private financial gain by staff. Where an organisational software licence agreement permits staff to use software on a home computer, it must not be used in connection with private employment or commercial use.

X. SUGGESTIONS, COMPLAINTS AND ALLEGATIONS

Staff who become aware that a report, complaint or disclosure has been made must not take or appear to take any detrimental action against the complainant in reprisal. Any such actions will attract severe penalties including official reporting to the New South Wales Police force.

All staff are to be aware of and comply with the services Grievances and Complaints policies. It is entirely proper that staff suggest procedural changes to this and any other policy in line with the organisation's desire for improvement.

Sample process (Information for Families)

- a. Families make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
- b. Complaints should be forwarded to:
 - Name of Service
 - Name of Approved Provider
 - Name of Nominated Supervisor
 - Address and Phone
- c. Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- d. Your complaint will be documented by an educator or staff member and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- e. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- f. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Y. STUDENT CODE OF CONDUCT

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Travel to and from school & excursions safely and without harassment
- **Children's responsibilities**
 - Recognise and respect the rights of others
 - Accept, respect and value others as individuals
 - Respect all property
 - Express themselves in an acceptable manner
- **Children's Limits**
 - We keep our hands and feet to ourselves
 - We keep within our own personal space
 - We walk inside
 - We get permission from the owner before we borrow something
 - We inform staff when attending toilets and gain a pass for access to bathrooms.
 - We stay in the grounds of the Centre unless we are accompanied by an Educator or parents
 - We use good manners when we speak
 - We respect others and their feelings
 - We allow the speaker to finish speaking before replying
 - We respect our property as well as other individuals property

Z. PARENTS/CAREGIVERS CODE OF CONDUCT

- Parents/caregivers cannot discipline other children.
- There will be no swearing or raised voices
- Adhere to the service Tobacco, Drugs and Alcohol policy

FURTHER INFORMATION

Staff, parents/carers seeking further information in relation to this Code or any policy and procedure of the service are invited to contact the Director or Sub-committee for clarification.

54. SUPERVISION

Five Dock OOSH maintains a safe and secure environment where children are free to explore and learn more about their world and environment. The approved provider and educators are familiar with regulatory requirements and standards regarding supervision. Our service encourages educators to evaluate their supervisory practices and implement plans that increase their awareness of the layout, risk management and supervisory choices within the education and care environment.

Children must be adequately supervised at all times that they are being educated and cared for both at the service and on excursions. Supervision can prevent and reduce accidents through early detection of potential hazards and an awareness of the children, and their activities. Our service prioritise regular assessment of their supervision practices in order to increase educator's awareness of their duty of care and to continuously improve supervision procedures. (Changes are made as required)

55. SUGGESTION BOX

OOSH staff and/or the sub-committee will review all suggestions. Feedback is welcomed.

56. ENVIRONMENTAL SUSTAINABILITY

At Five Dock will be committed to promoting respect for, and an appreciation of, the natural environment among all staff and children in our care. Through our programs we will aim to grow children's capacity to understand and respect the natural environment, and the interdependence between people, plants, animals and the land. We will implement sustainable practices into our daily operations and promote positive attitudes and values in line with sustainable practices.

DECLARATION

Five Dock OOSH centre adheres to the National Standards of Out of School Hours Care and Voluntary Code of Practice. For further information contact centre staff on: 9712 3260.

I _____, acknowledge that I have read and understood the **FDPS P&C OOSH Parent Handbook** and have access to the **FDPS P&C OOSH Policies and Procedures Manual**.

Parent/Guardian Signature:	
Print Name:	
Date:	
OOSH Staff Signature:	
OOSH Staff Name:	
Date:	

PARENT/GUARDIAN COPY

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I _____, acknowledge that I have read and understood the **FDPS P&C OOSH Parent Handbook** and have access to the **FDPS P&C OOSH Policies and Procedures Manual** at the centre.

Parent/Guardian Signature:	
Print Name:	
Date:	
OOSH Staff Signature:	
OOSH Staff Name:	
Date:	

OOSH CENTRE COPY