



Outside School Care NT

# **Family Handbook**



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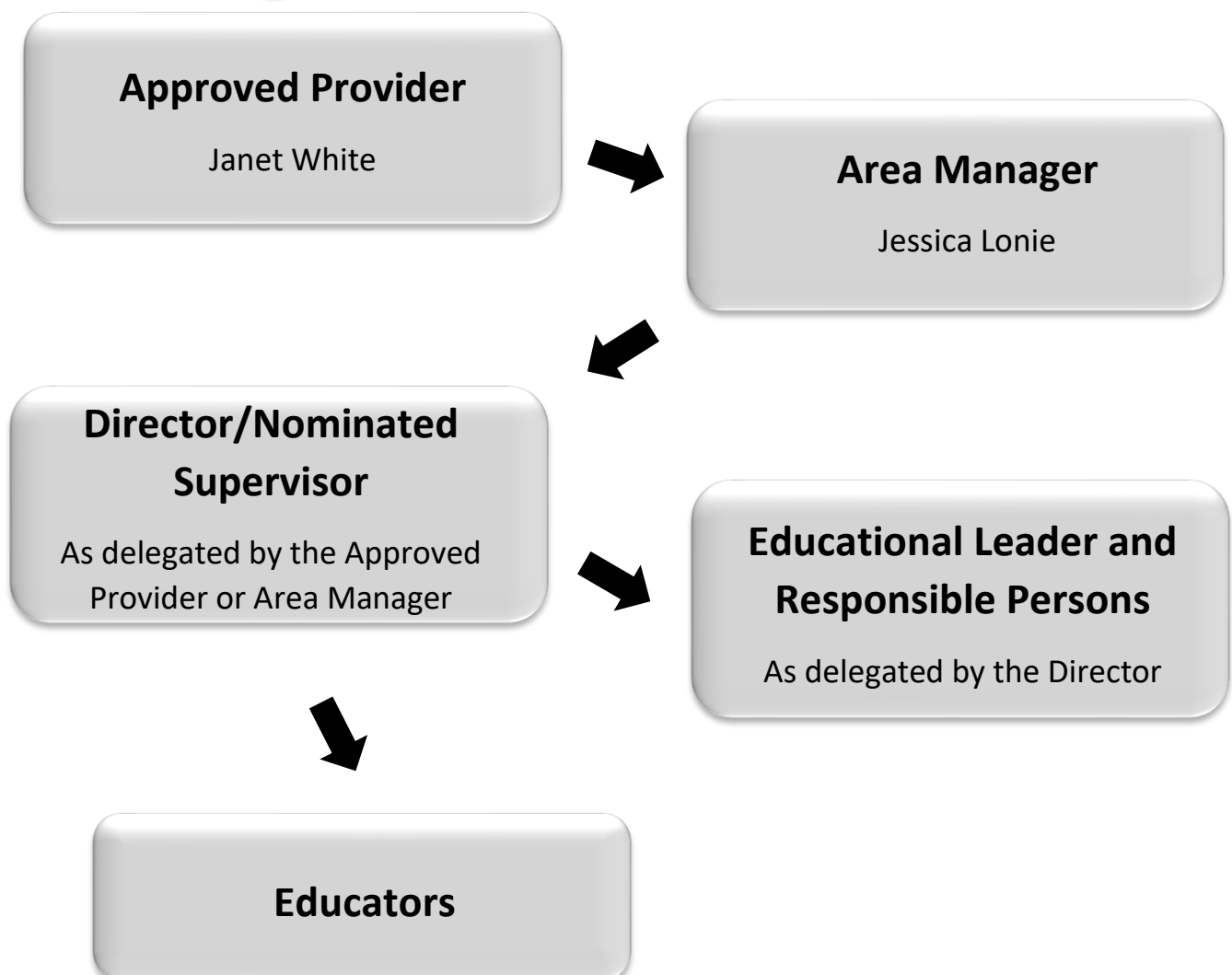
<https://www.facebook.com/OutsideSchoolCare.com.au>

# **Our Philosophy**

At Outside School Care NT, we aim to be the leading provider of Outside School Hours Care in the Palmerston area by providing quality consistent care in line with the National Quality Standards and Framework.

We believe in providing support to our families and assist in contributing to the long-term developmental goals of each child in care. We provide the opportunity for children to learn through their interests and play. We aim to give them a better start in life and prepare them for life by instilling a positive understanding of the community and environment in which they live.

## **Organisational Structure**



# Our Services

## Contact information

### Woodroffe

55 Woodroffe Avenue,  
Woodroffe NT 0830

**Phone** – 0499334110

**Email** – [woodroffe@outsideschoolcare.com.au](mailto:woodroffe@outsideschoolcare.com.au)

### Rosebery

Belyuen Rd,  
Rosebery NT 0832

**Phone** – 0477101767

**Email** – [rosebery@outsideschoolcare.com.au](mailto:rosebery@outsideschoolcare.com.au)

### Howard Springs

295 Whitewood Road,  
Howard Springs NT 0835

**Phone** – 0499975048

**Email** – [howardsprings@outsideschoolcare.com.au](mailto:howardsprings@outsideschoolcare.com.au)

### Gray

22 Victoria Dr,  
Gray NT 0830

**Phone** – 0466268574

**Email** – [gray@outsideschoolcare.com.au](mailto:gray@outsideschoolcare.com.au)

### Wulagi

24 Brolga Street,  
Wulagi NT 0812

**Phone** – 0499989185

**Email** – [wulagi1@outsideschoolcare.com.au](mailto:wulagi1@outsideschoolcare.com.au)

## Area Manager

Jessica Lonie

**Phone** –

0499994158

**Email** –

[compliancemanager@outsideschoolcare.com.au](mailto:compliancemanager@outsideschoolcare.com.au)

## Approved Provider/Accounts

Janet and Terry White

**Email** –

[accounts@outsideschoolcare.com.au](mailto:accounts@outsideschoolcare.com.au)

[office@outsideschoolcare.com.au](mailto:office@outsideschoolcare.com.au)

# Our Services

## Operational Information

### Woodroffe

**Before School Care (BSC):** N/A

**After School Care (ASC):** Operating from 2:20pm – 6:00pm, throughout school terms.

**Vacation Care (VAC):** Operating from 6:30am – 6:00pm, throughout school holidays.

The National Learning Frameworks (Early Years Learning Framework and My Time Our Place) guide the development of our child focussed planning.

### Rosebery

**Before School Care (BSC):** Operating from 6:30am – 8:00am, throughout school terms.

**After School Care (ASC):** Operating from 2:20pm – 6:00pm, throughout school terms.

**Vacation Care (VAC):** Operating from 6:30am – 6:00pm, throughout school holidays.

The National Learning Frameworks (Early Years Learning Framework and My Time Our Place) guide the development of our child focussed planning.

### Howard Springs

**Before School Care (BSC):** Operating from 6:30am – 8:15am, throughout school terms.

**After School Care (ASC):** Operating from 2:40pm – 6:00pm, throughout school terms.

**Vacation Care (VAC):** Operating from 6:30am – 6:00pm, throughout school holidays.

The National Learning Frameworks (Early Years Learning Framework and My Time Our Place) guide the development of our child focussed planning.

### Gray

**Before School Care (BSC):** N/A

**After School Care (ASC):** Operating from 2:30pm – 6:00pm, throughout school terms.

**Vacation Care (VAC):** Operating from 7:00am – 6:00pm, throughout school holidays.

The National Learning Frameworks (Early Years Learning Framework and My Time Our Place) guide the development of our child focussed planning.

### Wulagi

**Before School Care (BSC):** N/A

**After School Care (ASC):** Operating from 2:35pm – 6:00pm, throughout school terms.

**Vacation Care (VAC):** Operating from 7:30am – 6:00pm, throughout school holidays.

The National Learning Frameworks (Early Years Learning Framework and My Time Our Place) guide the development of our child focussed planning.

# **Bookings and Fee Management**

Fees are set by the Approved Provider and charged to all families whose children are booked to attend the Service.

## **Fees Paid 2 weeks in Advance**

- ✓ Booking fees are outlined in the weekly customer statement and reflect care from the current period and two (2) weeks in advance.
- ✓ The booked session fee is charged not the actual hours used. When a parent/s pays fees, the amount is recorded and entered into the Outside School Care NT childcare management system .

Service	Fee per daily session
After School Care	\$28.00 per child
After School Care (Wednesday Preschool half day Rosebery)	\$40.00 per child
After School Care – Bus Service	\$32.00 per child
Un-notified absence off bus collection	\$32.00 per child
Vacation Care / Pupil Free Days	\$58.00 per child
Vacation Care Excursion and Incursion Days	\$68.00 per child
Before School Care	\$18.00 per child
Before School Care – Bus Service	Not Currently running
Refundable Bond Payment	\$250 per family. Must be paid – before bookings can be confirmed.

## **Late Pick Up Fees**

- ✓ Collection of children after 6pm **ASC** or after 6.00pm **VAC**, will incur a **\$50.00** late pick up fee (for the first 30 minutes) A further \$50.00 will be charged for each 15 minute period in which the parent is late to collect the child/ren after 6:30pm. If late fees are incurred on three occasions within one school term the families' ongoing enrolment will be reviewed and possibly cancelled.
- ✓ The Director reserves the right to waive the late pick up fee in exceptional circumstances.

## **Payment of Fees**

- ✓ Weekly statements are issued on a Monday. Customer statements will include a statement of attendances per child for the previous one (1) week and the next two (2) weeks. Parents have the option to receive their weekly statement via email or through registration to the web based Outside School Care NT Parent Portal.



## **Overdue Accounts**

- ✓ All past debt or overdue accounts will be directed to a Debt Collector. Outside School Care NT uses the services of E- Collect. We will make several attempts to contact you before referring a debt to our debt collection agency. Our policy is to always offer a payment plan and work with families to help assist reduce an overdue account before the step is taken to use the services of a debt collection agency. If you have difficulty paying your account, please contact your Director as early as possible. We are here to help families.

## **Late Payments**

For families whose accounts are in arrears – the following **five (5) point procedure** will be followed:

- ✓ Contact will be made after **seven (7) days** including an initial reminder letter (or email) advising that fees are overdue, and need to be paid immediately.
- ✓ If payment is not received within **ten (10) days**, a second letter (or email) will be sent notifying parents that their child's place may be withdrawn.
- ✓ If payment is not received within **fourteen (14) days**, a third letter (or email) will be sent notifying parent that their child's place has been withdrawn.

- ✓ Once the child is excluded from the centre the account will be referred to a debt collection agency (**ECollect**) where legal action may be taken to recover monies owing.
- ✓ If ECollect is unsuccessful at recovering the monies owed to the service, a statement of claim will be served in the Darwin Small Claims Court.

## **Full-time Bookings**

- ✓ Full –time Bookings are bookings made for care on a continuous basis throughout the school term. Full-time bookings may be for one (1) or up to five (5) days of care per week.
- ✓ If an OSC-NT school site is reaching capacity level, the Director will reserve the right to give preference in offering care to families with full-time bookings. Full-time bookings guarantee a place for your child at our service.
- ✓ Booking Conditions and Fees: An Overview and completed and signed Fee Agreement is required to enrol your child at any of our services .

OUTSIDE SCHOOL CARE NT – BOOKING CONDITIONS AND FEE AGREEMENT (QA6)

Full-time bookings have the following conditions:

- Accounts are up to date and paid fourteen (14) days in advance
- Families required to pay their fees if a child is absent unless 24 hours notice is given (for any reason), unless a holiday form or medical certificate is submitted as outlined (below)
- Families must provide the Centre Director with 14 days written notice of their intention to remove their child from the Centre.

## **Part Time Bookings**

- ✓ Part –time Bookings are bookings made for care on an ad-hoc basis throughout the school term. Part-time bookings may be for one (1) or up to five (5) days of care per week.
- ✓ Part-time Bookings are made at the service’s discretion and are not guaranteed. A Part-time booking will be subject to availability.
- ✓ At such times when capacity is limited at a site, the director will advise parents whether part-time bookings are available.

## **Absences (medical and holiday)**

- ✓ Absences owing to illness (or other medical)
- ✓ Absences owing to illness (or other medical) will not be charged if 24 hours’ notice is not given and the site receives a copy of a valid medical certificate/s relating to the specific absence.

## **Absences**

- ✓ If you require any bookings to be cancelled please advise our office, site manager or your site director with a minimum of 24 hours’ notice in writing otherwise you will be charged for any absent days.

## **Christmas Period**



- ✓ OSC – NT will not operate any services during the Christmas period for two (2) weeks
- During closure of the service, no fees will be charged. One OSC Nt site may stay open at the discretion of the provider, children from all sites will have the opportunity to attend this one site.



# **Child Care Subsidy**

Child Care Subsidy is a payment made to families to assist with the costs of childcare. All Australian residents using childcare provided by approved childcare services are eligible for Child Care Subsidy (CCS). CCS for approved care is received as reduced fees through the service and is administered through MyGov / Centrelink online services. Families using approved childcare, who meet the eligibility requirements of:

- a) Australian Residency
- b) Child Immunisation are eligible to claim childcare subsidy.



**Australian Government**  
**Department of Human Services**

The Child Care Subsidy is based on the families' estimate of their modified taxable income for the year in which care is provided.

You must notify the family assistance office (FAO) of any changes to your income or changes to your CCS. Families are required to provide the Centre with the parents Customer Reference Number (CRN) and date of birth, your child's CRN and date of birth.

Please see the Nominated Supervisor or Administrator for information, or contact the Family Assistance Office on 136150, or visit their website:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>



## **Privacy and Confidentiality**

Outside School Care NT ensures that the personal information collected is accurate and stored securely, and will only be used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently, in a way that protects an individual's privacy and respects the rights under Australian Privacy laws.



We maintain private and confidential files for all staff, children, families, students and volunteers, maintaining records according to the Australian Privacy Principles (APP).

## **Daily Requirements for your Child**

Each family is responsible for delivering their child to our Vacation Care programs with the belongings and items listed below. All personal belongings should be clearly labelled with your child's full name.



- ✓ Wellington fitting shoes that are safe for climbing and excursions.
- ✓ A wide brimmed hat
- ✓ Sun safe clothing – clothing that covers your child's shoulders.
- ✓ At least one change of clothes.
- ✓ Water bottle (especially on excursion days)

## **Sun Protection**

### **Clothing**

Children must wear sun safe hats for outside play. It is recommended that each child brings from home a wide brimmed, legionnaire, or bucket hat. Those children who bring caps will have sunscreen applied to the back of their neck and ears (all exposed areas) before going out into the sun. Children who do not bring hats will be provided with a spare hat or will need to stay in a shaded area.

Children must wear sun safe clothing, this includes shirts and dresses that have shoulder covering sleeves (no midriff, singlet or crop tops). When on water excursions children are asked to wear sun safe swim tops that cover their back and shoulders from the sun

### **Application of Sunscreen**

Parents/guardians are asked to apply SPF 30+ sunscreen prior to bringing their child to the service during vacation care, or upon arrival at the service. Sunscreen is provided at the service. Staff will reapply sunscreen to children 20 minutes prior to outdoor play in the afternoon.

Children are encouraged to apply their own sunscreen, under the supervision of educators, young children may need to be assisted to ensure that it is applied efficiently. Sunscreen must be applied to all areas of exposed skin.





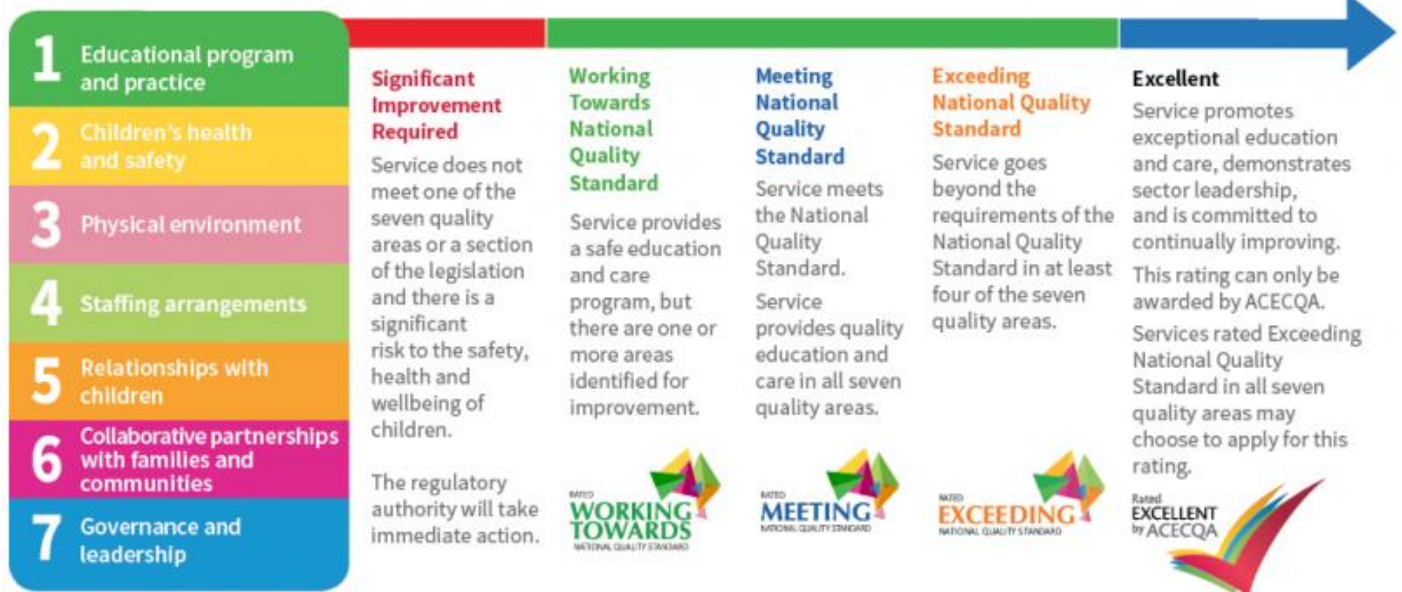
# **Family/Visitor**

## **Code of Conduct**

We aim to provide an environment that is welcoming and safe for children, families and employees, and to ensure that we provide a service that is based on the highest standards of honesty, integrity, respect and fairness. We ask that families and visitors also conduct appropriately and meet these high standards, by adhering to the following:

- ✓ Be polite and respectful when dealing with staff, children and others families.
- ✓ Read and comply will all of Outside School Hours Care's policies and procedures.
- ✓ Be responsible for their own child's health, as well as protecting the health of others in the service, by keeping their child away from the service when they are unwell.
- ✓ Ensure that they arrive on time to collect their children from the centre.
- ✓ Refrain from discussing any grievance issues with other parents or community members, ensuring that they follow the services grievance procedures.
- ✓ Be mindful and respectful of other cultures and religious backgrounds in the service.
- ✓ Refrain from using abusive or foul language.
- ✓ Not arrive at the centre affected by excessive use of drugs or alcohol.
- ✓ Not smoke tobacco or other substances while on the premises.
- ✓ Avoid physical contact with children other than their own, unless the safety of a child is compromised (this should be reported immediately to educators).
- ✓ Refrain from guiding children's behaviour, other than their own, this should be referred directly to educators

# The National Quality Framework



## My Time Our Place:

### **Framework for School Aged Children** (Children over Preschool Age)

This is the framework you will see implemented throughout all OHSC settings; it applies to all children over preschool age.

MTOP extend on the EYLF, with a vision that all young Australian's become

- ✓ **Successful in Learning**
- ✓ **Confident and Creative Individuals**
- ✓ **Active and Informed Citizens**

## Being, Belonging, Becoming:

### **The Early Years Learning Framework** (Children Preschool Age and Under)

This is the framework you will see implemented throughout all Preschools, Long Day Care Settings, Family Day Care Settings and Out of School Hours Care setting who cater for preschool aged children.



## Each Framework Contains:

- ✓ 5 Principles, which are based on contemporary theories and research.
- ✓ 8 Practices outlining the categories that represent what educators do on a daily basis.
- ✓ 5 Learning Outcomes that are designed to capture the integrated and complex wellbeing, development and learning of all children.

# **Play Based Learning**

We believe that play provides opportunities for children to learn as they discover, create, improvise and imagine. When children play they have opportunities to develop social groups, test out ideas, challenge others peoples way of thinking and build new understandings. We will provide an environment, and collaborate with children to develop programs that promote play and leisure opportunities. Our routines will be developed to promote learning throughout the day, they will be used as opportunities to implement intentional teaching practices. We will plan a wide variety of experiences that will encourage children to express themselves creatively, while developing in all other areas, using a holistic approach.



## **Observing, Documenting and Assessing Children's Learning**

- ✓ Observations of all children enrolled in our service will be documented and kept for future reference and reflection, through the use of our online programming platform, 'Kidsoft'.
- ✓ The documentation will consist of a variety of observations, learning stories, photos, and work samples.
- ✓ Families will be encouraged to contribute to the child's online portfolio, and any information gathered from the family will be used to inform planning and program development.
- ✓ Online documentation will be available for families to access and contribute to.
  - ✓ Online portfolios will be added to on a regular basis and will be reflected upon by educators. This will ensure that programming remains relevant to children interests and development.
  - ✓ Children's learning will be linked to the learning outcomes of the National Learning Framework.



We regularly critically reflect on all areas of the curriculum including:

- Environment
- Practice
- Teaching strategies
- Routines
- Experiences
- Documentation
- Behaviours





# NEW SNACK MENU PROGRAMS

Healthy choice snack program introduced



## NEW Snack menu initiative

### What are we trying to do?

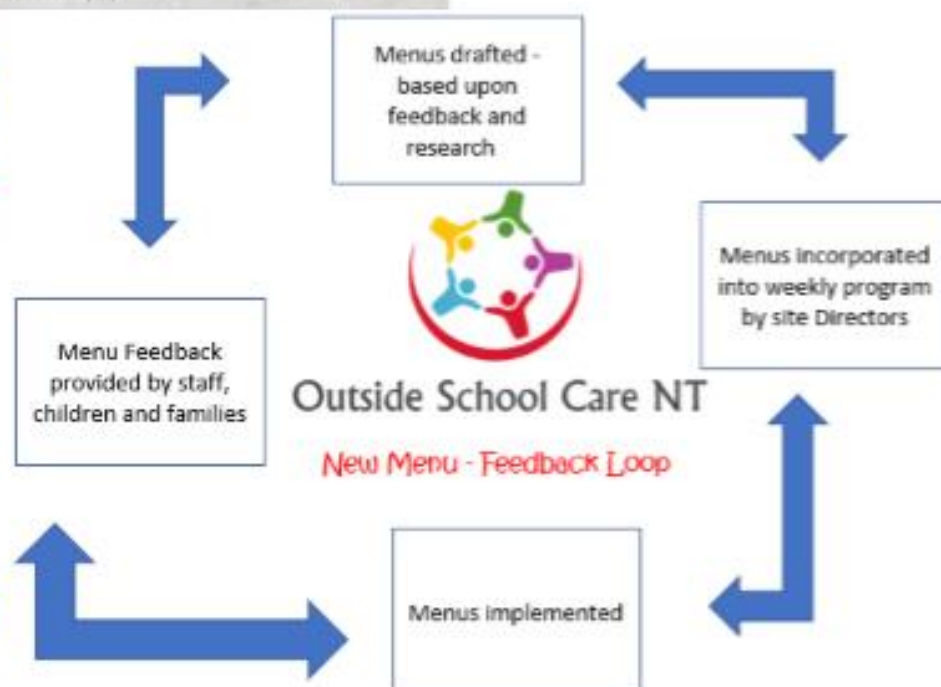
It is a long standing regulatory requirement that child care settings offer healthy menus. We are looking to revamp the snack menus provided at our services in new and fun ways during term 3.

### What feedback are we looking for?

We'd like to receive feedback from families on children's food preferences and allergies (although the latter should already have been detailed upon enrolment).

### What if my child is a fussy eater?

We know that the healthy option is not always the preferred option for some children. Some alternatives will be provided—however such alternatives will still be in line with recognised healthy food options.



# **Important Policies**

## **Delivery and Collection of Children**

### **Policy statement**

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Outside School Care has a duty of care to ensure that access to children attending the centre is limited to persons authorised by the family, this includes collection of children from their classrooms. We will ensure that we have clear procedures in place for the delivery and collection of children

### **Implementation**

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#### **Delivery of children**

##### **Vacation Care**

- The service opens 6:30am, children cannot be received by educators before this time, as this will be a breach of our Service approval.
- Upon arrival at the centre, the person delivering the child is required to sign the child in via the Tablet at the entrance. This will record the date, arrival time, and the details of the person delivering the child to the service.
- Following sign in, the person delivering the child to the centre is required to accompany the child to put their belongings away, and ensure that the child is received by an educator.
- Any information relevant to the child's day is to be relayed to the educator receiving the child, this may include any health or medical issues, if the child had a restless night, changes to authorised person collecting the child that day, changes to hours of attendance, etc.
- We encourage family members to farewell the child, and allow educators to assist if the child is having difficulty with separation, not to sneak out when the child is distracted, as this promotes distrust in the child.

##### **After School Care**

- Children enrolled in After School Care shall make their own way to the service
- Children in Preschool and Transition will be collected from their classroom by an educator and supervised to walk to the service.
- A Responsible Person will begin the 'sign in' of children as they arrive at the service. This will record the date, arrival time, and the details of the person accepting the child in to the service Once completed, the Responsible Person will contact the school office to verify the attendance at school of any children that have not arrived at the service.
- If a child is absent, and attended school, the Certified Supervisor will contact the child's parent/guardian to verify the child's absence from the service.
- As children arrive at the service, educators will welcome them, and assist them to place their belongings where they are required to go.



- Upon arrival any medication must be given to Coordinator or Educators who will store in it appropriate the locked medication box.

## **Collection of children**

- The service closes at 6:00pm, all children must be collected from the centre before this time.
- Only the parents/guardian, or an authorised nominee named in the child's enrolment record are allowed to collect a child from the centre. The parent/guardian, or authorised nominee, may authorise another person to collect the child from the centre, if the authorisation has been made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child.
- The parent/guardian is to inform educators if somebody other than themselves is going to collect their child.
- A child may leave the premises if:
  - they are taken on an excursion, with written authorisation from the parent/guardian or authorised nominee.
  - they require medical treatment, hospital or ambulance care or treatment, or because of another emergency (e.g., emergency evacuation)
- If an unauthorised person arrives to collect a child, educators will contact the child's parent/guardian to confirm the authority. If the parent/guardian cannot be contacted, an authorised nominee will be contacted to confirm the authority. If authority is withheld, the child will remain on the premises until an authorised person can be contacted to collect them.
- Where educators are unfamiliar with an authorised nominee, identification will be requested.
- If there is a court order forbidding a person from having contact with a child attending the centre, that person will not be given any information concerning the child. The parent/guardian must provide original documentation about the court order, which will be copied and placed in the child's file for further reference.
- The person who is forbidden from having contact with the child will NOT be permitted to take the child from the premises. Where there is conflict with such a person, police will be notified, and the child's guardian contacted.
- Educators will at no stage place their personal security at risk. If scenarios arise that compromise the welfare of the child in the collection process, the police will be contacted (e.g., if the person collecting the child is under the obvious influence of alcohol/drugs, drink driving, not using child restraints, etc.).
- Before departing the centre with the child, the person collecting the child must sign the child out via Ipad at the entrance. This will record the date, departure time, and the details of the person collecting the child from the service.
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor, or responsible person, will attempt to contact the parents or other authorised nominees. If they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline for guidance on the appropriate action to be taken
- Where a child is collected after 6:00pm, a late fee will be incurred by the parent/guardian (see Fees policy)

# Family Grievances and Complaints

## **Policy statement**

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Outside School Care aims to ensure that partnerships are developed with all of our families, to provide an environment where there is a strong emphasis on respectful and sensitive communication between families and the centre.

We believe that families should feel comfortable to air any concerns, and be assured that their issues are listened to, understood, and dealt with consistently in terms of equity and fairness. Grievances and complaints will be viewed as opportunities to understand other attitudes and views, and will be used as a part of our self-evaluation processes, to help to improve the quality of the services we provide to our community, families and children.

## **Implementation**

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All complaints and grievances from family members will be managed in line with our Grievance guidelines, these guidelines explain the procedure for reporting and managing grievances.

If a family member has a concern or grievance, the following guidelines should be followed:

- Discuss the matter with the staff/committee member concerned at a mutually convenient time, the situation should not be discussed with people who are not involved, minimising gossip in the centre. Any discussions should take place away from the children.
- Avoid behaviour and language that might be interpreted as confrontational, judgemental or intimidating. Be open and honest, and try to remain positive, talk about only the facts that have caused the grievance, and do not personally insult the other person.
- If the complaint cannot be resolved by directly approaching the other person, or the complainant does not feel confident to approach the other person, the matter should be raised with the Nominated Supervisor.

If, after having followed the above steps, the family member is not satisfied that their concerns have been addressed the following steps will be taken:

- The family member should put their concerns in writing and forward it to the Nominated Supervisor, or if the concern is with the Nominated Supervisor, directly to the Approved Provider.
- If the complaint or grievance alleges that a serious incident has occurred, or is occurring, or the safety, health or wellbeing of a child or children was, or is, being compromised while at the Centre, or that the National Law has been contravened, the regulatory authority will be notified in writing, of the complaint within 24 hours of the complaint being received.
- The Nominated Supervisor/Approved Provider representative will respond to the complainant within 24 hours of receiving the written complaint, and organise a time within the next 5 working days to meet and discuss the issues raised

- The Nominated Supervisor/Approved Provider representative will properly, fairly, confidentially and impartially investigate the issue raised, if interviews are necessary with any other person/s, these will be organised at the first available opportunity. All affected parties will be invited to provide information or respond where appropriate.
- The outcomes of these meetings will be documented by the Nominated Supervisor/ Approved Provider representative, along with any action to be taken. If a resolution cannot be met, the grievance will be taken to the Approved Provider.
- The Approved Provider will come to a resolution, recommending any necessary action based on the information provided, and, if necessary, all parties will be reinterviewed by the Approved Provider.
- All parties will be advised of the Approved Provider's decision in writing within 7 days of the final meeting.
- All records will be stored in accordance with our Privacy and Confidentiality Policy, unsubstantiated complaints against any staff member may be retained on file, if the person has given information that has been recorded.
- Ongoing behaviours will be monitored, and support provided where necessary, all parties will be protected from victimisation.
- Families will be given the opportunity to provide feedback on the grievance processes, and all complaints will be tracked to help identify any recurring issues.

If the family member is not satisfied with the decision, they have the right to appeal the decision, or they can contact our regulatory authority:

### **Early Childhood Education and Care**

Quality Education and Care NT

Email: [qualityecnt.det@nt.gov.au](mailto:qualityecnt.det@nt.gov.au)

Phone: (08) 8999 3561

Website: [www.education.nt.gov.au](http://www.education.nt.gov.au)



# Illness and Exclusion

## **Policy statement**

Outside School Care aims to ensure that all children, employees and families are provided with a high level of protection while they are at the Service. We understand that in Care and Education services there is a higher contact with other people, and therefore children, staff and families are more likely to come into contact with infectious illnesses. We understand that at times families may find balancing the challenges of children's illnesses and work/study commitments very difficult, however, our aim is to minimise the spread of infectious illnesses, to protect all people within the Service environment.

## **Implementation**

### **Identifying symptoms of illness**

Our educators will be on alert for signs and symptoms that may suggest that a child is unwell, and may need medical attention. Some of these symptoms may include:

- High fever
- Drowsiness or lethargy, and decreased activity
- Breathing difficulties
- Poor circulation – pale looking, hands and feet cold/or blue
- Poor appetite
- Poor urine output
- Red or purple rash
- A stiff neck or sensitivity to light
- Pain



### **Responding to a child who seems unwell**

If a child displays indicators of being unwell, our educators will implement the following practices:

- Separate the child from the other children, and contact their parent/guardian, or other authorised nominee.
- Keep the child comfortable, eg, give them a cushion or mattress to lie on, away from the main group of children.
- Contact the child's parent/guardian, or nominated emergency contact (if the child's parent/guardian cannot be contacted), and ask them to collect the child as soon as possible.
- Record the child's symptoms on an Incident, Injury, Trauma and Illness form, giving a copy to the child's family/medical practitioner if required.
- If the child appears very unwell, and needs urgent medical attention, call an ambulance.

### **Managing a child with fever**

- A fever is usually caused by an infection somewhere in the body, either viral or bacterial. Fever is not harmful, and helps the child's body fight the infection, paracetamol is not recommended to lower fever (Queensland Health).
- If the child's temperature is greater than 38°C, it is considered to be a fever.
- If a child has a fever, and appears unwell, the child's parent/guardian, or an authorised nominee, will be contacted and asked to collect the child from the Service.
- If a child has a fever, and shows no other symptoms, the child's parent/guardian will be notified, and the child's temperature monitored. If symptoms begin to appear, the child's parent/guardian will be contacted again, and asked to collect their child.

- Steps that will be taken to help cool a child include:
  - remove excess clothing and shoes
  - give clear cool fluids to drink
  - lay the child quietly in a cool place
- Paracetamol, or over the counter medications will not be administered without written advice from a medical practitioner, as these can mask the child's symptoms, and may cause adverse health problems if used over time, or incorrectly.
- If paracetamol is to be administered, the Administration of Authorised Medication Policy will be followed. Educators will administer the dose according to either the instruction on the bottle, the advice of the doctor, or according to the child's Management of Medical Conditions Action and Minimisation Plan.
- Monitor the child's temperature every 15 minutes, recording the readings on the Incident, Injury, Trauma and Illness form.

### **Exclusion of ill children and staff**

The less contact there is between people who are infectious, and those that are at risk of catching the disease, the less chance there is of the disease spreading. The exclusion of ill children and staff is an effective way to limit the spread of infection in the Service.

- If a child is unwell at home, families should keep them at home. Do not bring them to the Service.
- Unwell staff members should not report for work. If unwell, they should contact the Nominated Supervisor at the earliest possible time to advise of their inability to come to work.
- We will follow the exclusion recommendations as set out by the National Health and Medical Research Council (refer to Staying Healthy 5<sup>th</sup> ed), and Queensland Health Time Out recommendations.
- A notice will be placed on the notice board at the entrance to the Service, notifying all families of any incidences of infectious diseases in the Service, the symptoms, and exclusion periods. If necessary, we will also notify families via email, or another communication platform.
- Children who are not fully immunised will be excluded from the Service during an outbreak of any vaccine preventable disease.
- Upon being notified that a child in the Service has a vaccine preventable disease, we will contact the Mackay Public Health Unit on 4885 5800 to obtain specialist advice on what should be done, exclusion periods, and possible exclusion of contacts.

### **Some common illnesses and the recommended exclusion periods**

<b>Conjunctivitis</b> non-infectious conjunctivitis	Exclude until the discharge from the eyes has stopped, unless a doctor has diagnosed
<b>Chicken Pox</b>	Exclude until all blisters have dried
<b>Diarrhoea</b>	Exclude until there has not been a loose bowel motion for 24 hours
<b>Fungal Infections</b>	Exclude until the day after starting appropriate antifungal treatment
<b>HFM Disease</b>	Exclude until all blisters have dried
<b>Headlice</b> the Service.	Not excluded if effective treatment begins before the next day the child is to attend
<b>Impetigo</b>	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing
<b>Influenza</b>	Exclude until the person is well



# Medical Conditions Policy

## Policy statement

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Outside School Care aims to support all children to be safely involved in all areas of our programs, and we are committed to supporting their medical needs to enable them to do so. Our educators will work together with families to minimise the risk of exposure to foods, and other substances that may trigger asthma, severe allergy, anaphylaxis, or diabetes in children. We will ensure that medical conditions in our service are managed appropriately.

## Implementation

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- During the enrolment process, information will be sought about any specific health care needs, allergies, or relevant medical condition that a child may have.
- Information on the specific health care needs (including cultural dietary requirements), allergies and medical conditions of children will be communicated to all staff members and volunteers, via medical management plans, allergy lists, staff room notice boards, and verbally.
- Upon enrolment, or upon notification by the parent to the service, parents/guardians of children with specific health care needs, allergies and other medical conditions will be asked to complete a Management/Action Plan and Minimisation Plan, in consultation with staff and medical professionals. This plan will include:
  - Child's details
  - Parents details and emergency contact information
  - Details of the child's medical condition/allergy/specific health care need, signs and symptoms and triggers
  - Risk minimisation information, and steps taken to minimise risks
  - Where the medication will be stored.
  - Communication plan – how staff and parents will communicate information about the child's condition, on a continual basis.
  - An action plan obtained from a medical practitioner.
- Management/Action Plan and Minimisation Plan will be reviewed on an annual basis, along with the child's action plan.
- An assessment of the service environment, and current practices will be carried out to reduce risks and the likelihood of exposure to possible allergens.
- At least one staff member with current Asthma and Anaphylaxis management training will be on the premises at all times.
- Children with specific health care needs, or relevant medical conditions, cannot be left at the service if they do not have the necessary medication.
- Emergency contact numbers will be displayed near the telephone.
- All educators will follow the child's Management/Action and Minimisation Plan which is located in the Medical conditions folder, and in the child's file.
- Each child's medication will be routinely checked to ensure that it hasn't expired.
- Copies of the plan will accompany the child on any excursions.

## **Guidelines for children at risk of anaphylaxis**

- Parents of a child at risk of anaphylaxis will be provided with a copy of our Medical Conditions policy upon enrolment, and a Management of Medical Conditions Plan will be completed, along with an action plan provided by a medical practitioner.
- We will ensure that no child that requires an adrenaline auto injection device (EpiPen) is left at the service without the appropriate device, and that the device is stored in an easy identifiable place, for easy access to adults if required.
- If the child is at risk from food related allergies we will:
  - ensure that the child only eats food that is specifically prepared for them
  - make sure that there is no trading or sharing of food or food utensils
  - sit a child at a different table, if they are highly allergic to some foods being consumed by other children
  - ensure that tables, bench tops and highchairs are washed down after eating
  - ensure thorough hand washing of all children before and after eating
  - restrict the use of food and food containers in crafts, cooking and science experiences, depending on the allergies of the children
  - discuss the use of foods in such activities with parents/guardians
  - ensure that all food safety and hygiene procedures are followed, to avoid cross contamination of foods.
- If the child is at risk from bite and sting allergies we will:
  - carry out risk assessments of play spaces to minimise known triggers – eg, bees.
  - supervise children at all times.
- **If a child is displaying symptoms of an anaphylactic reaction, we will:**
  - Call an ambulance immediately by dialling 000.
  - Ensure that an educator with approved Anaphylaxis management training provides appropriate first aid, which may include the injection of an auto immune device (EpiPen), and CPR.
  - Contact the parent/guardian, or other approved nominee as named in the child's enrolment information.

## **Guidelines for children at risk of Asthma**

- Parents/Guardians of a child at risk of asthma will be provided with a copy of our Medical Conditions policy upon enrolment, and a Management of Medical Conditions, Action and Minimisation Plan will be completed, along with an action plan provided by a medical practitioner.
- Parents/Guardians will be asked to provide updated information on the child's health, medications and allergies as required.
- Parents/Guardians will be required to complete an Administration of Medication form, which will be signed by staff when medication has been administered to the child.
- We will keep an Asthma First Aid kit on the premises, and ensure that there is always an educator on the premises that has attended approved Asthma management training.
- Our educators and volunteers will be aware of aspects in the environment that may be triggers for asthma, which could include:
  - dust mites, gardens/pollen, mould, chemicals, animals, air pollution, bush fires, colds and flu, emotions, exercise, heating/air conditioning, medications
- To reduce the exposure of children to allergens we will:
  - regularly have carpets, rugs, and upholstered furniture professionally cleaned

- regularly wash fluffy toys
  - treat and prevent the growth of any mould
  - regularly wash bed linen
  - control pest infestations
  - use dust resistant beds and mattresses.
- **Where a child is displaying signs of an acute asthma attack, we will:**
    - Ensure that an educator with approved Asthma management training administers first aid or medical treatment according to the child's medical management plan/asthma first aid plan.
    - In the absence of the child having a medical management plan/asthma first aid plan, ensure an educator with approved Asthma Management Training administers appropriate first aid that includes the steps outlined by Asthma Australia, as follows:
      - 1) Sit the child upright, stay with them and be calm and reassuring
      - 2) Give 4 puffs of the blue reliever medication
        - Use a spacer (if available)
        - Shake puffer and put 1 puff into spacer
        - Encourage the child to take 4 breaths through the spacer
        - Repeat until 4 puffs have been taken
      - 3) Wait 4 minutes, if no improvement, repeat above steps
      - 4) If there is still no improvement, call an ambulance by dialling 000
    - Contact the parent/guardian, or other approved nominee as named in the child's enrolment information.

### **Guidelines for children with Diabetes**

- Parents/Guardians of a child with diabetes will be provided with a copy of our Medical Conditions policy upon enrolment, and we will ensure that a Management of Medical Conditions, Action and Minimisation Plan has been completed, along with an action plan provided by a medical practitioner.
- We will implement procedures where possible to ensure children with diabetes do not suffer any adverse effects from their condition while at the service.
- We will ensure that information about the child's diet, including the types and amounts of appropriate foods is part of the child's Management of Medical Conditions Action and Minimisation Plan, and that is used for risk minimisation.
- If we have a child enrolled at the Service with diabetes we will ensure that an educator is on the premises at all times when that child is in attendance who is trained in the use of an insulin injection device..
- If a child is displaying symptoms of hypoglycaemia ("hypo"), such as headache, light-headedness and nausea, mood change, paleness and sweating, and weakness and trembling, we will:
  - Ensure that a trained educator provides immediate first aid, outlined in the child's Management of Medical Conditions Plan.
  - Call an ambulance by dialling 000 if the child does not respond to the first aid, and provide CPR if the child stops breathing.
  - Contact the parent/guardian, or authorised nominee.

# **Child Protection Policy**

## **Policy statement**

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Outside School Care fundamentally believes that all children have the right to a life that is free from harm, we take our responsibility to provide a safe and caring environment for all children very seriously. We believe that the safety of children is paramount at all times, and aim to protect children from abuse of any kind.

We will ensure that all parties affected by this policy are made aware of their roles and responsibilities regarding child protection, and will educate all parties about their roles in child protection, identifying indicators of abuse, and ensure all Mandatory reporting requirements are being met. We will provide regular training to our educators on child protection issues, to ensure that, in the sad event that a child has suffered abuse, the Centre can act quickly, and in the best interests of the child.

## **Implementation**

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The Approved Provide and/or the Nominated Supervisor will ensure:

- That all staff, students and volunteers have a current Working with Children Check - Ochre Card.
- That all staff are fully informed of their legal rights, responsibilities and procedures under the Child Protection Act 1999 in relation to Mandatory Reporting of known or suspected abuse.
- Confidentiality, so that children are not put at further risk of abuse, and so that a wrongly accused adult does not suffer damage to reputation and/or livelihood.
- Adequate supervision of children at all times, in indoor and outdoor areas, and that at least 2 staff members will be present at the centre at all times that children are present.
- That children are not interviewed by staff, students or volunteers about suspected abuse, this is the responsibility of the Child Safety officers from Child Safety Services.
- Staff are aware that they are legally protected, and cannot be prosecuted for reporting suspected abuse.
- That staff support and assist vulnerable children and their families by developing and maintaining positive relationships, and by referring them to appropriate services as required.

## **Roles and Responsibilities**

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**Educators, and other people working in the centre:**

- Be aware of child protection definitions and indicators of abuse and neglect.
- Attend child protection training as required.
- Have a current Working with Children Check – Ochre Card.

- Be aware that all person's in the Northern Territory, early childhood education and care professionals are now mandated by law to report child safety concerns to the department, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent willing and able to protect the child from harm.
- That educators in our service will also report any other form of suspected abuse, or risk of significant harm, including neglect and psychological abuse.
- Contact numbers for reporting suspected abuse:  
**After hours: Child Safety Services, by using the free-call phone number 1800 177 135**
- Understand that abuse or neglect does not need to be proven for concerns to be reported. The Child Protection Act 1999 provides legal protection against civil or criminal liability for people who make reports in good faith.
- Refrain from using abusive, derogatory or offensive language.

### **The Nominated Supervisor:**

- Ensure that all employees are clear about their roles and responsibilities regarding child protection, are aware of their obligations to immediately report suspected abuse, and know the indicators of risk of harm.
- Organise training and development for employees in the recognition and reporting of abuse and harm.
- Ensure that employees act on their professional obligation to report suspected abuse, neglect, or risk of harm.

### **Families:**

- Treat all children at the Centre equally and respectfully.
- Report any suspicions to the Responsible person for the Centre at the time (see information in foyer).
- Support all efforts to provide a safe and supportive Centre environment.

### **Reportable Acts**

Children need protection from neglect, physical abuse, sexual abuse, domestic violence and psychological harm.

A report must be made to Child Safety Service, or Queensland Police if you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm or being neglected

### **Harm** is defined as:

- Any significant detrimental effect caused by any act, omission or circumstance on the physical, psychological or emotional development and wellbeing of the child.
- Harm can also be caused by the following:
  - Physical, psychological or emotional abuse or neglect of the child;
  - Sexual abuse or other exploitation of the child;
  - Exposure of the child to physical violence (eg, Domestic violence).



**Exploitation** is defined as:

- The exploitation of a child includes sexual, and any other forms of exploitation
- Sexual abuse of the child
- Involving the child as a participant or spectator in any of the following:
  - An act of a sexual nature;
  - Prostitution;
  - A pornographic performance.



## **Reporting Procedures**

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Mandatory reporting is the legal obligation of professionals to report incidences of child abuse.

A report must be made as soon as possible after forming a belief of abuse on reasonable grounds. It is important that staff or management do not undertake any investigation, or unnecessarily question a child if the child discloses to them.

Reasonable grounds refers to the need to have an objective basis for suspecting that a child may be at risk of harm based on:

- First hand observation of the child, young person or family
- What the child, young person, parent or other person has disclosed
- What can reasonably be inferred based on professional training and/or experience.

The Online Northern Territory Child Protection Guide can support and guide decision making processes about whether a report should be made:

<https://nt.gov.au/law/crime/report-child-abuse>

## **Documentation**

Before making a report, the staff member will document the relevant information to provide to the intake services. This includes:

- Name and date of birth of the child
- Home address of the child, and any known previous addresses of the family
- Current whereabouts of the child
- Names of parents and contact details
- Names of known siblings
- Nature of the abuse or neglect
- Known supports to the child, including extended family
- Details about when and how the staff member became aware of the information

## **Disclosure**

If a child discloses abuse or neglect, it is important that the staff member remain calm and in control of their feelings, in order to reassure and support the child. The child should be believed, and

responded to in a caring and sensitive manner, and be told that the staff member wants to listen and help. The staff member should not make any promises that cannot be kept.

### How to Make a Report

- Reports should be made to Child Safety Services by
  - using the free-call phone number **1800 700 250**; or
  - Crime Stoppers; **1800 333 000**.
  - it can be made to the NT police on **131 444**.
- **If the case requires immediate attention, call 000.**
- Staff must document the incident and inform the Nominated Supervisor of their intention to make a report. The details of the report need to be documented, e.g, date and time, who they spoke to, and any other relevant details.
- If the report relates to the alleged conduct of a staff member, the Nominated Supervisor must be informed. The Nominated Supervisor, and the appropriate reporting procedures will be followed (as outlined above). The employee will be suspended without loss of pay, pending an investigation.

### Information Sharing

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Outside School Care, and all individuals employed by our service, are authorised information sharers under section 159N of the *Child Protection Act 1999*. We will abide by Chapter 5A of the *Child Protection Act 1999*, which outlines Queensland's information sharing framework for child safety and wellbeing.

Information may be shared with other entities when it:

- is relevant to the respective roles of each entity
- is relevant to the specific purpose for which it is disclosed
- ensures the child's safety and promotes their best interests.

We may refuse to share information if:

- The person making the request is not an authorised information sharer;
- The information requested is not relevant to the child's safety or wellbeing;
- The request is not in relation to a specific child or children;
- If they reasonably believe that sharing the information might:
  - Endanger a person's life or physical safety;
  - Prejudice the investigation of a crime or other illegal activity;
  - Prejudice a coronial inquest or inquiry;
  - Prejudice court or tribunal proceedings;
  - Breach legal professional privilege or client legal privilege;
  - Enable the identification of a confidential source related to the enforcement or administration of the law; or
  - Prejudice the effectiveness of a method or procedure for detecting, preventing or investigating criminal or illegal activity.