

HALLETT COVE R-12 Out Of School Hours Care And Vacation Care Policies



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HALLETT COVE SCHOOL 2-32 Gledsdale Rd, Hallett Cove SA 5158

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Out of School Hours Care and Vacation Care

ADMINISTRATION OF FIRST AID POLICY

Background

First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and prior to obtaining professional medical services is required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards and participation in safety programs.

Hallett Cove OSHC service recognises and is committed to providing a safe and healthy environment. We recognise our responsibility to provide first aid facilities that are adequate for the immediate treatment of injuries and illnesses. The educators of our service are aware of their duty of care to children, families, staff and visitors in providing appropriate first aid treatment.

Goals

Hallett Cove R-12 OSHC and Vacation Care will use the policy as guidelines for students and staff to:

- All educators hold an ACEQUA approved senior first aid qualification, as well as current anaphylaxis and asthma management training.
- All children, staff, families and visitors who are involved in accidents and incidents whilst at our service and require first aid to be administered will be done so according to guidelines and recommended practices of a first aid qualification.
- All incidents will be documented and stored according to regulatory requirements
- A risk management approach to health and safety shall be adopted.

Practices:

Professional development of staff and educators;

The Approved Provider will ensure:

- That all educators are supported to ensure they hold current recognised first aid qualifications
- All educators have undertaken current approved anaphylaxis management training
- All educators have undertaken current approved emergency asthma management training
- New educators will be given three months to have the above three trainings

The nominated supervisor will:

- Ensure the skills and competencies of trained first aiders are maintained and skills are kept up to date, refreshed first aid and CPR training will be scheduled and maintained in a staff register;
- Collaborate and consult with staff and educators to develop and implement a risk assessment and management plan
- Ensure first aid guides and publications are accessible to staff at all times to assist them in their understanding and administration of first aid.

Hazard Identification and Risk Assessment

The Approved Provider will:

- Provide a child-safe environment
- Provide up-to-date Material Safety Data sheets

The Nominated Supervisor will:

- Guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes.
- Introduce preventive measures to eliminate the risk, or control measures to minimise the risk
- Review and analyse accident, injury, incident and 'near miss' data

Educators and staff will:

- Regularly undertake risk assessments in the environment in order to plan safe experiences for children

Administration of first aid to children, families, staff and visitors to the OSHC

The Approved Provider will:

- In accordance with the Education and Care Services National Regulations, ensure that there is always at least one first aid qualified educator on the premises at all times.
- Records of current educator qualifications are held on sites at all times

The Nominated Supervisor Will:

- Ensure that enrolment records for each child include a signed consent form for the administration of first aid and the approved products to be used.
- The nominated supervisor and families (where first aid is being administered to a child) will be notified of the nature of the incident / accident as soon as practicable after the incident
- The person administering first aid will be the person who completes the incident / illness / injury / trauma record and passes to the responsible person for verification and signing by parent or guardian.

- Ensure that current and accurate contact details for an emergency contact information, including poisons hotline, ambulance etc. are stored on the OSHC mobile phone and within the office.

Educators and staff will:

- At all times, the priority of the educator will be the administration of appropriate and prompt first aid as required, to ensure the safety and wellbeing of the children and educators at the service.
- In the event that a child is injured or falls unwell during the session, the designated first aider will determine if the child is too unwell to remain at the service. The child will be removed to the quiet area. The designated first aider will contact the family or emergency contact to advise of the nature of the illness and that someone needs to collect the child. An educator will remain with the child until a family member or emergency contact arrives.

First Aid Supplies

The Nominated Supervisor / Director will ensure that:

- OSHC is supplied with an appropriate number of first aid kits for the number of children being educated and cared for by the service
- The contents of the first aid kits meet the regulations as outlines in the SafeWork SA Approved Code of Practice for First Aid in the WorkPlace and that any specific equipment is also suitable for use with children.
- The first aid kits are suitably equipped, easily accessible and recognisable
- First aid kits are carried on all excursions and to all other areas of the school.
- In the event of an emergency that exceeds the supplies available at the OSHC service, the designated first aider may access the first aid supplies held in the first aid room in the school. Any first aid supplies utilised from the school must be replaced by the service as a matter of priority.

Educators and Staff will:

- Staff regularly monitor supplies (at the start and end of each term) and update stocks when required
- Discard and replace out of date stock
- Carry the first aid bag with them when taking a group of children outside the OSHC room

Families will:

- Follow up medical care and seek advice from a doctor for non-emergency conditions

Documentation and Record Keeping

Educators and Staff will:

- Complete an incident, injury, trauma and illness record for all incidents/injuries/trauma/illnesses occurring at OSHC

- Ensure that a copy of the accident/incident report will be made available for parent/guardians on request
- Passed onto the Junior School Principal if an ED155 needs to be recorded
- Made an NQITS report if the injury/incident falls under the ACEQUA notification requirements

The Approved Provider will:

- Ensure records are confidentially stored for the specified period of time as required by the Regulation

Managing Serious Incidents

The Approved Provider will ensure:

- Any serious incidents occurring at OSHC will be documented on an online ED155 form and S101 Notification of serious incidents form (or on-line through NQITS) and reported to the Department of Education and Communities with 24 hours
- A copy of the incident report will be provided to the family as soon as possible
- Educators and staff are aware of the procedures around managing serious incidents

The Nominated Supervisor or Responsible person will:

- In the event of a serious injury or illness, the designated first aider will provide first aid and, if necessary, arrange ambulance transport to the appropriate hospital, as deemed necessary or indicated in a child's individual first aid plan.
- Notify parents of any serious incident as soon as practical.
- In the event that a child needs to be transported in an ambulance
 - If the designated first aider or educator is able to contact the family or emergency contact and they are able to meet the child at the ambulance destination immediately, an educator will ensure that all medical information held at the service is provided to ambulance officers, record the destination and contact details of the ambulance and pass this information on to the family as soon as practical, as well as send someone to travel with the child in the ambulance and stay with them until their family or emergency contact arrives.
 - The remaining educators at the service will contact an emergency educator to come to the service to ensure that required educator to child ratios are restored as soon as practical
- Complete post incident reflection to review practices.

Educators and staff will:

- Manage serious incidents as per this policy
- Notify the Nominated supervisor immediately after the serious incident has occurred.
- Ensure injured and unwell children will not be transported by educators using a personal vehicle except when paramedics instruct the educator to transport a child to meet an ambulance.

Relevant Laws & Regulations

- Education and Care Services National Regulations 2011: 77, 78, 79 ,80
- World Health and Safety Act 2011
- Work Health and Safety Regulations 2011

Links to National Quality Standards

- 2.1.1 – Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s need for sleep, rest & relaxation
- 2.1.2 – Effective illness and injury management and hygiene practices are promoted and implemented.
- 2.2.2 – Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

Key Resources

- ACEQUA Notification Checklist

HCS OSHC Information:	Administration of First Aid
Updated:	June 2022
To be Reviewed:	May 2025

Out of School Hours Care and Vacation Care CHILD-SAFE ENVIRONMENTS POLICY

Policy Statement

The Hallett Cove OSHC service is committed to the provision of a safe and healthy environment in which children can learn, grow and develop. Educators and staff have an obligation to all children attending the service and are committed to ensure children's right to care and protection are upheld. To support this right and to ensure children's protection, the service complies with the procedures set down under the Children's Protection Act 1993 section 11(1) and (2) when dealing with any allegations of abuse or neglect of children.

Also included in this policy are statements to address the following areas;

- Physical environment
- Tobacco, drug and alcohol-free environment
- Child protection
- Dangerous products
- Identifying potential hazards
- Supervision

Policy Implementation

Physical Environment

When advice is needed in relation to any of the following, questions need to be directed to the Education Standards Board of South Australia (the State Regulatory Authority). The Approved Provider must ensure:

- The premises, furniture and equipment are safe, clean and in good repair. There should be a system in place for monitoring and maintaining the premises, furniture and equipment.
- That for each child in care there is a minimum of 3.25 square metres of unencumbered indoor play space that is suitable for children.
- That for each child in care there is at least 7 square metres of outdoor space that is suitable for children.
- Indoor areas:
 - Are well ventilated
 - Have adequate natural light
 - Are maintained at a comfortable temperature
- There are adequate, developmentally and age appropriate toilets, hand washing and hand drying facilities, located and designed to enable safe use by children with convenient access from both indoor and outdoor play spaces.
- The service has adequate facilities for safe handling, preparation, storage and disposal of food and beverages.
- There is a capacity to provide effective supervision in the designated area.

Tobacco-, drug- and alcohol-free environment

The Approved Provider must ensure:

- That all children are being educated and cared for in an environment free from the use of tobacco, illicit drugs and alcohol.
- That the nominated supervisor, educators, other staff and volunteers of the service are not affected by alcohol when on the premises when the service is operating.
- That the nominated supervisor, educators, other staff and volunteers of the service are not affected by drugs that adversely affect that person's ability to educate and care for children when on the premises when the service is operating.

Child Protection

- All service operated on DECD sites must adhere to the Child Protection in Schools, Early Childhood Education and Care Services policy.
- All adults who are working or volunteering in programs for children must undergo DCSI Screening.
- The Children's Protection ACT 1993 requires educators, staff and volunteers to notify the Child Abuse Report Line (131 478) if they suspect, on reasonable grounds, that a child has been or is being abused or neglected. This responsibility is part of the broad duty of care that staff and volunteers have towards the safety and wellbeing of children and young people.
- All educators and other staff must complete Responding to Abuse and Neglect Education and Care Training prior to working with children or
- Reporting Child Abuse and Neglect, Mandatory Notification Guidelines are held at the service and must be read and understood by the staff, the Approved Provider and the Advisory Committee. These guidelines are also available to families.
- Employer and employee obligation in relation to allegation of child abuse are included in educators and committee handbooks. Their obligations are specifically detailed to support new educators / other staff and committee members at the beginning of their employment.
- As mandated notifiers, educators / other staff are required to attend approved training in relation to mandatory notification of child abuse. This will be paid for by the service.
- The service ensures families are aware that the service nominated supervisor, staff, educators and volunteers are mandated notifiers under the Act.

Dangerous Products

- It is recommended that non-hazardous and non-toxic products should be used in a care environment, wherever possible.
- Any hazardous or toxic cleaning products should be stored in a lockable cupboard with their relevant Material Safety Data Sheets.
- In the interest of children's health, staff are encouraged to use environmentally friendly products at the service, wherever possible.

Identifying Potential Hazards

- Staff should carry out regular checks to identify and remove hazards, where possible, to manage safety risks.
Steps to be taken:
 - Identify the hazard that may cause illness or injury
 - Assess the risk
 - Control the risk
 - Eliminate the risk (if possible)

Supervision

The service is committed to:

- Complying with educator to child ratios
- Ensuring that children are actively supervised at all times
- Considering the design and arrangement of children's environments to support active supervision.
- Using supervision skills to reduce or prevent injury or incident to children and adults
- Guiding educators to make decision about when children's play needs to be interrupted and redirected.
- Supporting educators and their care-giving strategies
- Providing consistent supervision strategies when the service requires relief staff.
- Acknowledging and understanding when supervision is required for high risk experiences and / or the ratio of adults to children needs to be increased.
- Assessing all activities and, when something is identified as a high risk ,strategies are developed to minimise the risk according to the group of children.

It is understood there is a shared legal responsibility and accountability between, and a commitment by, all educators and staff to implement the services' policies, procedures and practices.

Staff must use their professional judgement when providing supervision to children, in addition to OSHC requirements for adult to child ratios. The amount and intensity of supervision of children will vary depending on:

- The degree of risk associated with the experience
- The age, development and ability of children
- The location of the experience (eg community or school based)

Resources / References

1. Creating Child Safe Environments, August 2010 at www.dfc.sa.gov.au
2. DECD Responding to Abuse and Neglect at www.decd.sa.gov.au/specd2/pages/childprotection/faq/MandatoryNotificationTrng/?reFlag=1
3. DECD Policy: child Protection in Schools, Early Childhood Education and Care Services at www.decd.sa.gov.au/docs/documents/1/ChildProtectioninSchoolsE.pdf
4. DECD Cyber Safety: Keeping children safe in a connected world at www.decd.sa.gov.au/docs/documents/1/CyberSafetyKeppingChildre.pdf
5. Keeping Them Safe: The SA Government Child Protection Reform program at www.dfc.sa.gov.au/pub/default.aspx?tabid=283
6. Safety in Children's Services Factsheet, Sonja Tansey for NCAC 2006 at www.acecqu.gov.au (go to NCAC archive)
7. Child Protection Policy at www.acecqu.gov.au (go to NCAC archive)
8. Protective Practices for Staff and Their Interactions with Students (April 2009) DECD at www.decd.sa.gov.au/docs/documents/1/ProtectivePracticesforSta.pdf
9. Community and Disability Services Ministers Conference (2005) Creating Safe environments for children – Organisations, employees and volunteers: National Framework. Retrieved January 18, 2007, from www.ocsc.vic.gov.au/downloads/childsafeframework.pdf

Relevant Laws & Regulations

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

Relationships to Related Areas

Regulations	National Quality Standard	Other Policies / Service Documentation	Other legislation / Guidelines
168	2		
103-115 82 & 84 155		Emergency and Evacuation Policy Infectious Diseases and Infestations Policy Incident, Injury, Trauma and Illness Policy Interactions with Children Policy Staffing Policy Excursion Policy	Child Protection Act 1993 OHS&W Act DECD Child Protection Policy

Links to National Quality Standard:

- Education and Care Services National Regulation 2011 – 99, 158, 168
- QA2: Children's Health and Safety
 - Each child is protected

HCS OSHC Information:	Child Safe Environments
Updated:	July 2022
To be Reviewed:	June 2025

Hallett Cove R-12

Out of School Hours Care and Vacation Care

COVID-19 POLICY

CORONAVIRUS (COVID-19) MANAGEMENT POLICY

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 Virus. The World Health Organization (WHO), has declared that COVID-19 outbreak as a 'pandemic' - a Public Health Emergency of International Concern (effective 11 March 2020). This is mainly due to the speed and scale of transmission of the virus in countries around the world, including Australia.

COVID-19 is transmitted from someone who is infected with the virus to others in close contact through contaminated droplets spread by coughing, singing, breathing, sneezing or by contact with contaminated hands or surfaces

It can take up to 6 days to show symptoms. Symptoms can range from a mild illness, similar to a cold or flu, to pneumonia. People with COVID-19 may experience:

- o fever
- o loss of taste and smell
- o flu-like symptoms such as coughing, sore throat and fatigue
- o shortness of breath

The Australian Government is constantly updating the current status of COVID-19 including health recommendations, travel restrictions, and a vast collection of resources and information to help people make informed decisions.

As this information is changing rapidly, our Service is monitoring health alerts and implementing measures suggested by key health experts to minimise the transmission of COVID-19.

Our Service has a range of comprehensive policies in place to guide best practice in relation to health and safety, dealing with infectious diseases and maintaining a child safe environment. Our duty of care and responsibilities to children, parents, families and all staff to provide a safe environment is of utmost importance.

The evolving nature of COVID-19 and the unprecedented steps required to protect our community as recommended by the Australian Government, has resulted in the development of a specific policy to assist our Service manage this pandemic. This policy will change as required to ensure the protective measures against COVID-19 as advised by our Government are implemented by our Service.

PURPOSE

Our Service will minimise our staff and children's exposure to COVID-19 by adhering to all recommended guidelines from the Australian Government- Department of Health and local Public Health Units to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, staff, parent, visitor or volunteer) that is suspected or has tested positive to having COVID-19. Our Service will implement effective hygiene practices as per our existing policies and procedures.

Our Service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government, Department of Health and state Ministry of Health about COVID-19 as it becomes available. Recommendations and health measures mandated by the Health Department will be strictly adhered to at all times.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Service.

IMPLEMENTATION

Our Service is committed to minimise the spread of the COVID-19 virus by implementing recommendations provided by the Australian Government- Department of Health and Safe Work Australia. Additionally, the advice from the Department for Education South Australia – Testing and Isolating for School and OSHC Settings During COVID-19 website will be reviewed and implemented.

Our Service implements procedures as stated in the *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the Australian Government- Department of Health and local Public Health Units in our jurisdiction under the Public Health Act. COVID-19 is a notifiable condition in all states and territories of Australia.

In the event of any child, educator, staff member or visitor attending our Service who is suspected or confirmed to have the infection, the Approved Provider will contact their Public Health Unit.

National Coronavirus (COVID-19) Health Information Line	
1800 020 080	
Call 131 450 for translating and interpreting service	
Health Direct	
1800 022 222	

Minimising the transmission of COVID-19

Our Service has implemented risk management planning to identify any possible risks and hazards to our learning environment and practices. Where possible, we have eliminated or minimised these risks as is reasonably practicable.

Effective 15 March 2020, the *Australian Health Protection Principal Committee* has made recommendations to the general public to help manage the spread of COVID-19; it has since been updated on October 2022 with the revised changes, including: isolation and restriction guidelines. These measures include implementing good hygiene, self-isolation and social distancing.

Our staff are committed to assist in infection prevention controls and have completed COVID-19 infection control training.

Hygiene practices

Our Service will ensure signs and posters remind employees and visitors of the risks of COVID-19 and the measures that are necessary to stop its spread including hand washing and hand rub procedures and information about COVID-19. These will also be communicated to families through email, newsletters and seesaw. Educators and visitors must make use of the alcohol-based hand sanitiser when leaving the room to wash their hands. Parents, guardians and children are encouraged to use the alcohol-based hand sanitiser that is located at the service entry points in between washing their hands if they feel the need to. Additionally, children will be encouraged to wash their hands

with soap and water rather than the use of hand sanitiser. Our Service will supply disposable tissues and have bins available with plastic liners available in several locations for disposing used items. The educators will ensure that the surfaces of the service are sanitised with high-grade disinfectants.

Information provided to families may include:

- o symptoms of COVID-19
- o transmission of the virus
- o self-isolation and exclusion
- o prevention strategies- including hand hygiene and self-isolation
- o contact details for health assistance
- o updated information about temporary changes to Payment of Fees policy

The Approved Provider, Nominated Supervisor, educators, staff, families and visitors will comply with the following:

Exclusion/ Self-isolation/ Self-quarantine

o effective 14 October 2022, any person testing positive to COVID-19 should avoid service for a recommended time length of 10 days.

O from the 11th of March 2023, persons travelling from China will not be required to show evidence of a negative test.

o parents agree to have their child excluded if their child's temperature is above 38°C or has chills.

o any person who has been in close contact with someone who has a positive diagnosis should be monitored for symptoms, wear a mask, and notify the director. o any person (employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, must seek medical attention and should be tested for COVID-19 and not attend our Service.

o during this period any excursions will be cancelled and incursions to the service will be cancelled to limit the exposure of the children and educators to members of the public.

O if someone at the service experiences symptoms such as shortness of breath or chest pain call 000 immediately.

Implement effective hygiene measures

The national campaign *Help Stop The Spread and Stay Healthy*, launched by the Australian Government has emphasised that effective handwashing is a vital strategy to help reduce the spread of the COVID-19 virus. Handwashing with soap and water for at least 20 seconds whenever you cough, sneeze or blow your nose, prepare food or eat, touch your face or use the toilet is recommended.

Our Service will adhere to National Regulation requirements and Government guidelines to ensure all educators, children, families and visitors to the Service implement best practice.

Our Service will ensure:

o all employees, children and visitors must wash their hands with soap and water or use the alcohol-based hand sanitiser provided upon arrival to the Service.

- o disposable tissues must be used to wipe noses, eyes or mouths and disposed of in the bin provided immediately after use
- o hands must be washed following the use of tissues
- o hands must be washed thoroughly using soap and water after using the toilet
- o hands must be washed upon return from the playground and/or multipurpose hall
- o cough and sneeze etiquette must be used- cover your cough and sneeze with your elbow or a tissue.
- o educators and staff must adhere to effective food preparation and food handling procedures
- o educators will wash their hands or use alcohol based sanitiser, before wearing gloves and wash their hands after wearing gloves
- o educators and staff must adhere to our Health and Safety Policy for cleaning and disinfecting surfaces and equipment (such as toys, puzzles, outdoor toys, bedding, playdough etc)
- o staff will comply with and follow the cleaning roster
- o equipment, resources and surfaces including high-touch surfaces- taps, door handles, light switches, and toys will be cleaned more frequently as required using Dettol and water followed by sanitiser spray.
- O ensure that clean disposable masks are available on site and are readily accessible for the use of parents, guardians, visitors, students and staff
- o cleaning contractors hygienically clean the Service to ensure risk of contamination is removed as per Environmental Cleaning and Disinfection Principles for COVID-19
- o washroom facilities for employees have adequate supplies of soap, toilet paper and alcohol-based sanitiser

Social distancing in the OSHC setting

Social distancing in early childhood education and care is not feasible for educators to perform their job, however we will implement measures to minimise the risk of exposure as reasonably practicable.

To reduce the spread of COVID-19 parents are reminded of the following:

- o parents and guardians must not send sick children to the Service
- o whenever possible, educators promote and encourage a 1.5 metre distance between persons
- o sanitise your hands at regular intervals throughout the day
- o avoid physical contact with other people who may be sick- such as older people and people with existing health conditions
- o clean and disinfect high touch surfaces regularly
- o employ hygiene procedures and follow hygiene policies

To minimise the risk of exposure to COVID-19 our Service will:

- o where possible, outdoor play will be promoted within our Service to provide children with additional personal space
- o increase ventilation within the Service
- o encourage children to sit spaced out where appropriate

- o avoid any situation when children are required to queue- waiting their turn to use bathroom for handwashing or toileting, waiting their turn to use a piece of equipment etc.

- o wash hands with soap and water for at least 20 seconds or sanitise hands with alcohol-based sanitiser before and after travelling to work

- o if using public transport, maintain physical distancing measures during any trip

Suspected cases of COVID-19 at our Service

As per our Sick Child Policy we reserve the right to refuse a child into care if they:

- o are unwell and unable to participate in normal activities or require additional attention

- o have had a temperature/fever, or vomiting in the last 24 hours

- o have had diarrhoea in the last 48 hours

- o have been given medication for a temperature prior to arriving at the Service

- o have started a course of anti-biotics in the last 24 hours or

- o if we have reasonable grounds to believe that a child has a contagious or infectious disease (this includes COVID-19)

If a child becomes ill whilst at the Service, educators/staff will respond to their individual symptoms of illness and provide comfort and care.

Educators will take your child's temperature. If the temperature is above 38°C you will be contacted immediately and required to collect your child within 30 minutes. If you are unable to collect your child, an emergency contact person will be contacted, and they must collect your child within 30 minutes.

Educators will attempt to lower the child's temperature by:

- o removing excessive clothing (shoes, socks, jumpers)

- o encourage the child to take small sips of water

- o move the child to a quiet area where they can rest whilst being supervised. This area will then be sanitised and cleaned after use.

Educators will wear disposable gloves to avoid possible contamination.

Educators will keep accurate records of the child's temperature, time taken, time parent/s were contacted, staff member's name and time of collection.

All information will be recorded in our *Incident, Illness, Accident and Trauma Record*. Parents will be required to sign this record.

Parents are reminded to ensure their contact details are current and emergency contact details are updated if required.

Our Service also reserves the right to prevent employees, parents, family members or visitors to enter our premises if the Approved Provider or Nominated Supervisor suspects instances of COVID-19.

Notification

The Approved Provider or Nominated Supervisor is mandated by law to notify the Public Health Unit or Health Information hotline on 1800 020 080 of any case of COVID-19 if:

- o it can be attributed to a workplace exposure and either
- o the person is required to have treatment as an in-patient in hospital or death

Educators should report their positive test to the SA Health website as soon as possible.

Talking to children about COVID-19

As per our Interactions with Children, Families and Staff Policy, our Service is committed to maintaining positive interactions and relationships with children and their families. Information provided to children about COVID-19 will be age appropriate and sensitive to their emotional wellbeing. Educators will both acknowledge children's concerns and be open to discussions about COVID-19.

Educators will inform children about the virus and emphasise preventative measures such as handwashing, use of tissues, cough and sneeze techniques and limiting touching other children's faces.

Posters to demonstrate correct handwashing methods will be referred to and educators will model techniques.

Children's emotional well-being will be closely monitored by all educators and staff and any concerns communicated with parents and families.

Children's questions will be respected and supported.

In the event of the Service being closed as a precaution to limit the spread of the virus, information will be provided to parents/families to help explain the situation to young children.

Payment of Fees

Until 30 June 2023 services can waive the gap fee for families and continue to receive CCS if a child is unable to attend care for one of three reasons. Waiving the gap fee is a business decision for individual services. It is not mandatory.

The gap fee may be waived if:

- The child, or a member of their immediate household, has tested positive with COVID-19 in the last 7 days.
- The child is at a higher risk of severe disease from COVID-19
- The service is closed due to COVID-19

For enrolments between 1 December 2021 and 30 June 2023, The Department of Education may pay CCS for absences that occur in the 7 days:

- before the child's first day of care (inclusive of their first day)
- after their last day of care (inclusive of their last day).

The Department of Education will only pay these absences if a child, or a member of their immediate household, have tested positive with COVID-19 in the last 7 days.

Placements will be prioritised to provide care of essential workers, vulnerable and disadvantaged children and previously enrolled children.

Families receiving Additional Child Care Subsidy

If a family's current ACCS determination continues past the end of the above package period, they will return to ACCS entitlement. If, however, this determination expires during the period, our service will need to apply for determination to ensure ACCS continues to flow when the system return to normal ie: Child Care Subsidy.

What happens if our Service is forced to close?

The decision to close our Service will be made, and advised, by relevant state and territory governments or the Regulatory Authority. This may be due to a confirmed case of COVID-19 in our Service community.

Should this occur, all families will be notified immediately via seesaw and phone.

The Approved Provider will notify the Regulatory Authority within 24 hours of any closure via the NQA IT System

Early Childhood Education and Care Relief Package payment will still be paid in the event of a forced closure.

Services must stay open, with at least one active enrolment, to receive payment.

Effective 3 April, 2020 Services **can no** longer apply to Community Child Care Fund (CCCCF) special circumstances COVID -19, bushfire and drought support for additional assistance.

If a service decides to close, and it has not been directed to do so for a valid health and safety reasons, no payment will be payable.

Staff entitlements if sick or suspected to have COVID-19

Under workplace health and safety laws, our Service must ensure the health and safety of all employees.

Confirmed COVID-19

Full and part-time employees who cannot attend work due to illness can take paid sick leave.

Caring for a family member or emergency

If an employee cannot attend work due to caring for a family member due to COVID-19, they are entitled to take paid carer's leave. Casual employees are eligible to have 2 days unpaid carer's leave per occasion. See Fair Work Act for entitlements for casual, part time and full-time employees. Reasonable evidence is required to justify the absence.

Self-Isolation directed by Service

Where an employee is directed by the Approved Provider to stay home and self-isolate as they have shown symptoms of a flu-like illness, and the employee is not sick and able to work, our Service will continue to pay the employee as per their contract. The employee will be requested to complete work from home negotiated with the Approved Provider.

Self-isolation as a precaution

If an employee wants to stay home as a precaution of contracting COVID-19 they **may negotiate** to take unpaid leave, annual leave or long service leave with Management.

Employees who are stuck overseas or in quarantine

If an employee cannot return to Australia due to the COVID-19 virus, they must contact the Approved Provider immediately. Management will negotiate payment considering accrued annual leave, long service leave or leave without pay.

Employees Entitlements- Fair Work Australia

Arrangements may include: reduction in hours for casual employees, encourage employees to take annual leave or other leave entitlements or changes to rostering and duties.

Employees may be requested to complete activities such as:

- o professional development learning
- o programming and documentation- updating Medical Plans, registers etc
- o updating the Quality Improvement Plan
- o conducting cleaning within the service and room preparation
- o completing any maintenance required as per risk assessments

The Approved Provider must obtain written consent by the employees of any changes in their work conditions.

Waivers

In the event of staff members requiring to self-isolate due to possible infection of COVID-19, the Approved Provider will apply to the Regulatory Authority for waivers for qualifications and/or ratios to minimise disruptions to our provision of care.

Caring for our community

We understand that the outbreak of COVID-19 and the constant amount of information received through the media may be very stressful to young children and parents. The anxiety about this disease may be overwhelming and cause fear and anxiety to some people, especially children.

Our Service is committed to continue to provide quality education and care to all children and support families responsibly during this unprecedented challenge with the COVID-19 outbreak.

Knowing how to look after yourself, and others is very important during this crisis.

We will promote a safe and supportive environment by:

- o reassuring children they are safe
- o acknowledging and listening to children's questions
- o promoting and implementing hygiene routines for handwashing and cough and sneezing
- o keeping regular and familiar routines within our Service
- o ensuring children eat well throughout the day
- o engaging children in play, games and other physical activities
- o being alert to children's level of anxiety and provide quiet and relaxing activities
- o ensuring children are provided with rest and sleep when needed
- o providing information to families and support services as required

More information and resources

Child Care Centre Desktop- COVID-19 Support Module and Resources-available on our home page

Australian Business Lawyers & Advisors

Australian Government Department of Education Skills and Employment- Coronavirus (COV-19) information sheet regarding periods of local emergency and absences for child care providers and services

Australian Government Department of Education Skills and Employment Coronavirus (COVID-19) information for early childhood education and care providers and services from 6 April 2020

Australian Government The Treasury JobKeeper payment

Beyond Blue Coronavirus (COVID-19) Supporting educators, children and young people

CCS Helpdesk 1300 667 276

Coronavirus (COVID-19) frequently asked questions

Coronavirus (COVID-19) resources Australian Government

COVID-19 Infection control training

Fairwork Australia- Coronavirus and Australian workplace laws

Healthdirect Coronavirus hub

Home Isolation Information

Information for people with a suspected case

Information for employers

Information on Social distancing

Local state and territory health departments

Raising Children

Safe Work Australia

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
3.1.2	Upkeep	Premises, furniture and equipment are safe clean and well maintained.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

77	Health, hygiene and safe food practices
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
90	Medical conditions policy
93	Administration of medication
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures

103	Premises furniture and equipment to be safe, clean and in good repair
106	Laundry and hygiene facilities
109	Toilet and hygiene facilities

RELATED POLICIES

- o Control of Infectious Diseases and Infestations Policy
- o Health and Safety Policy
- o Incident, Injury and Illness Policy
- o Medical Conditions Policy
- o Payment and Collection of Fees Policy

HCS OSHC Information:	COVID-19 Policy
Updated:	March 2023
To be Reviewed:	March 2026

Background

Effective partnerships between an OSHC service and its families greatly assists in all aspects of service delivery. This is especially so, in children arriving and departing from the service. It is in this short period of each day where bonds between educators, staff and families are developed and where children are welcomed and settled into a safe OSHC environment.

A service must retain records of attendance through electronic sign in and out or alternatively paper sign in and out. Families are responsible for initialling these attendance records daily. Regulation 158 states that the attendance record is to be signed by one of the following persons at the time a child arrives and departs:

1. The person who delivers the child to education and care premises or collects the child from the educator and care premises; or
2. Nominated supervisor or educator.

A child in care may leave the service premises only in accordance with Regulation 99, which states that a child may only leave the relevant premises if they;

- a) are given into the care of – an named on the child's enrolment form or a person authorised by a parent.
- b) leave the premises in accordance with the written authorisation of the child's parent
- c) are taken on an excursion in accordance to 'excursion policy'
- d) are given in to the care of a person or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.

Policy Statement

Hallett Cove OSHC service maintains clear processes to ensure that the arrival and departure of children is carefully monitored. OSHC staff understand that they are responsible for the child beginning when she/he enters the premises and ends when the child leaves the premises in keeping with the policies and procedure set out below. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service. Safeguards are also developed and regularly reviewed to keep children safe during the time of transition between school and OSHC.

How the policy statement will be implemented:

i - For Before School Care

- An agreement has been established with the school leader and communicated to all staff about how the transition from before school care to school will be managed.
 - Year 7 and up children are signed out and dismissed to school at 8:25am
 - Year 3 to Year 6 children are signed out and dismissed to school at 8:30am
 - Year 2 children are signed out and dismissed to school at 8:35am, they will give their teacher an A4 class list for their teacher, to indicate who has been in OSHC that morning and who will be coming in the afternoon.
 - Year 1 and Reception children are signed out and dismissed at 8:35am where they are walked down to their classroom with an educator. Each class will have an A4 class list for their teacher, to indicate who has been in OSHC that morning and who will be coming to OSHC in the afternoon.
- Year 3 and up children once dismissed at 8:30am by the OSHC educators and supervision of these children then falls in line with the schools before school procedure.
- Families of children who are new to OSHC, can request for their child/ren to be walked to class until they feel comfortable with the school grounds, or may even be teamed up with a buddy.
- Classroom teachers are also informed of the agreed procedure and it is their responsibility to inform relief teachers when needed.
- It is also discussed with families that the agreed practise can be modified only after there has been consultation with the families.

ii - For After School Care

- All children attending after school care are signed in by an OSHC educator.
- All children are collected and signed out by a parent or approved person.
- Each morning educators will fill out an A4 class list for each Reception, Year 1 and Year 2 class, letting the teacher know who from their class will be attending OSHC in the afternoon. That way the teacher can cluster these children together at the end of the day and send them to the Early Learning Centre as a group to meet an OSHC educator.
- Children in Reception, Year 1 and Year 2 will meet an educator in the Early Learning Centre. Once all expected children have arrived, the educator will walk the group up to OSHC to be signed in by the Qualified Educator.
- New children to the service will also have the option if requested by their parents to be collected from their class for up to a term or when their parents feel comfortable they can make their own way up.
- Children may not go home unaccompanied unless there is a signed written permission form a parent/guardian that identifies and qualifies such expectations. The Approval Provider/ educators will reserve the right to negotiate such requests where there is concern about children's safety.

iii – Vacation Care

- All children will be signed in and out by a parent or approved person.

iiii - A child booked in fails to arrive

If a child booked in for the care session has not arrived by the designated time after school has finished, the educator will implement the service's procedure to locate the child. This procedure will be clearly

documented and all stakeholders must be aware of their role. Hallett Cove OSHC has determined the appropriate steps, which include the following:

- Check the immediate area to locate the child
- Look on daymap to check that the child was at school
- Send an educator to check with their teacher if they knew where they were heading after school.
- Call the parent or emergency contact numbers to establish whether the child is expected at OSHC or whether other arrangements have been made.
- Speak with the child's peers or siblings, who may have relevant information
- When the child has been located, the information is to be shared immediately with those who may be assisting to locate the child.
- If the child cannot be found after 30 minutes, the designated staff member will ensure that the child's family and the police are informed. When the police are notified the following information needs to be ready:
 - Name and address of the child and contact numbers
 - Description of the child
 - Time last seen
 - Any medical conditions

Other considerations

- For new children, a mutually agreed transition plan will be developed for individuals for either/both before school care and after school care.
- Where children are enrolled in after school care as well as in other after school activities such as sport practise, parents firstly need to inform the OSHC services that their children is undertaking this activity. Then their children must arrive at OSHC prior to said activity to be signed in; after which an educator will escort the child/ren to their designated activity. An educator will then return to collect the child/ren from designated activity. If parents/guardians arrive half way through their child/ren doing an activity they must firstly come and sign their child out and collect their belongings so OSHC educators know they are not responsible for collecting the child.
- On afternoons where we have reached a capacity that requires us to utilise the OSHC room and the Early Years Learning Centre, parents are still required to enter the main OSHC room and sign out their child. If their child/ren are located in the Early Years Learning Centre, educators will radio down and inform staff that said child has been signed out and that their parent is heading down to collect them. The child will not be sent up to the OSHC room, the parent must walk down and collect the child.
- Cancellations of bookings will only be accepted by parents/ guardians

i - Child leaving OSHC with permission

If a child leaves Hallett Cove OSHC in any other circumstance and for any reason without permission; the staff will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

- Staff will not leave Hallett Cove OSHC to pursue a child if:
 - It will or may leave the other children in Hallett Cove OSHC with insufficient supervision
 - It will or may expose that staff member to an unacceptable risk of personal harm.
 - It may place that child in greater harm.

ii - Custody Orders

- Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:
 - Parent responsibility remains with both parents jointly and individually except where it is altered by a Parent Order. In the absence of a Parent Order the child will be released to either parent.
 - A Parent Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
 - Where a non-enrolling parent cites a Parent Order giving him or herself lawful access to the child, the Parent Order needs to be produced for inspection by the director/coordinator. The enrolling parent will be telephoned, to both check the existence of the Parent Order and to be informed about the situation.
- The child will only be released into the care of the parent with Parental Responsibility.
- In the case of a parent arriving at the service in an intoxicated or otherwise unfit state to drive, the educators will do the following;
 - Tell the person picking up the child to contact another adult to drive them and the child home.
 - Offer to call a taxi to take the person and child home
- Where human life is at risk, despite staff efforts, the police will be immediately informed.

Resources / References

1. Transition into Outside School Hour Care – OSHCQA Fact Sheet #13 at www.acecqua.gov.au (go to NCAC archive)
2. Dealing with Family Law Issues in Preschool and Schools (currently being reviewed, refer to DECD Legislation and Legal Services Unit (LLSU), tel: 8226-1555 at www.decd.sa.gov/services/pages/leglegal/32146/
3. Leaders and the Law (currently being reviewed, refer to DECD Legislation and Legal Services Unit (LLSU) tel: 8225-1555 at www.decd.sa.gov/services/pages/leglegal/32146/

Relevant Laws & Regulations

- Education and Care Services National Regulation 2011 – 158, 168
- QA2: Children’s Health and Safety
 - Each child is protected

HCS OSHC Information:	Delivery & Collection of Children
Updated:	July 2021
To be Reviewed:	June 2024

Hallett Cove R-12

Out of School Hours Care and Vacation Care

Diabetes Policy

Policy Statement

At Hallett Cove School OSHC, we are dedicated to providing a safe, supportive and inclusive environment for students living with diabetes.

Background

According to the Disability Standards for Education 2005, diabetes is recognised as a disability. Therefore, education facilities must make the necessary changes to support students with diabetes to participate in their learning and educational experience.

Scope

This 'Diabetes' policy is for the students, families, and educators at Hallett Cove OSHC and is to be applied when at the centre, when on excursions and during planning and preparation for OSHC affiliated activities.

Definitions

- Diabetes Type 1: Diabetes Type 1 is a life-threatening auto-immune disease where the insulin producing cells in the body's pancreases is attacked by the immune system. This is usually treated with insulin injections or a continuous infusion through a pump.
- Diabetes Type 2: Usually developed later on in life, diabetes type 2 is when the body is experiencing insulin resistance or the pancreases is not producing enough insulin (or both). It is managed with a healthy lifestyle and or medication.
- Hypoglycaemia: Is a condition which occurs when a person's blood glucose levels goes below the normal level.
- Hyperglycaemia: Is a condition which occurs when a person's blood glucose levels goes above the normal level.

Implementation

- Hallett Cove OSHC'S 'Diabetes' procedure is followed by educators, students and families;
- A current individual Diabetes Management plan is strictly followed;
- A medication Authority Form is kept securely in the OSHC office which details the medication required, dose and storage;
- A current Diabetes Action Plan is kept and referred to at the OSHC service;
- All staff are equipped with basic and up-to-date training concerning type 1 diabetes;
- Guardians ensure they communicate and disclose of medical conditions to the educators.

Legislative Requirements

- Disability Standards for Education 2005
- Equal Opportunity Act 1984
- Disability Discrimination Act 1992
- Consent to Medical Treatment and Palliative Care Act 1995
- Privacy Act 1998
- Civil Liability Act 1936

National Regulations

Part 4.2: Children's health and safety	
<i>Division 2 Incidents, injury, trauma and illness</i>	
Reg 89	First aid kits
<i>Division 3 Medical conditions policy</i>	
Reg 90	Medical conditions policy
Reg 91	Medical conditions policy to be provided to parents
<i>Division 4 Administration of medication</i>	
Reg 92	Medication record
Reg 93	Administration of medication
Reg 95	Procedure for administration of medication
Reg 96	Self-administration of medication
Part 4.3: Physical Environment	
<i>Division 2 Additional requirements for centre-based services</i>	
Reg 115	Premises designed to facilitate supervision
Part 4.4: Staffing Arrangements	
<i>Division 6 First aid qualifications</i>	
Reg 136	First aid qualifications
Part 4.7: Governance and Leadership	
<i>Division 2 Policy and Procedure</i>	
Reg 168	Education and care service must have policies and procedures
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

National Quality Standards (NQS)

Quality Area 1: Educational Program and Practice		
1.1.2	Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
Quality Area 2: Children's Health and Safety		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2.1	Supervision	Every reasonable precaution is taken to protect children from harm or any hazard likely to cause injury.
2.2.2	Incident and Emergency Management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
Quality Area 6: Collaborative Partnerships with Families and Communities		
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.

Related Policies

- Administration of first aid
- Health & Safety
- Excursion
- Medical Conditions

Resources

- [Education.Vic.Gov.Au - School Operations Diabetes](https://www.education.vic.gov.au/school-operations/diabetes)
- [Diabetes Australia](https://www.diabetesaustralia.com.au/)
- [Diabetes in Schools](https://www.diabetesinchools.org.au/)
- [Medication Management in Education](https://www.education.vic.gov.au/medication-management-in-education)

Review		
Date Reviewed	Modifications	Next Policy Review Date
15.08.2023	Created and developed using	July 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

Diabetes Procedure

Practices:

The procedures of the services will include the following;

Approved Providers will:

- Attain consent from the student's parents or carers to administer medication.
- Ensure medication is kept onsite, is readily accessible and is up-to-date.
- Ensure staff have up-to-date first aid training.

Nominated Supervisors will:

- Practice inclusive strategies to involve the student with diabetes.

Educators will:

- Supervising or administering insulin by way of pump.
- Attending and updating training courses pertaining to diabetes.
- Allowing students to access food during their OSHC booking.
- Help students calculate the carbs they are having & supervise the input of this into their pump.
- Supporting the use of continuous glucose monitors.
- Ensure there are relevant drinks and food onsite and on excursion shall the child need.

Families will:

- Provide the school with the Diabetes Management Plan.
- Communicate any changes or new information.
- Provide the child and service with medication and food relating to the management and treatment of their condition.

EMERGENCY MANAGEMENT AND EVACUATION POLICY

Policy:

OSHC will plan for and respond effectively to fire and emergency evacuations.

Background:

Hallett Cove OSHC considers the safety of our families, children and educators as paramount. Pivotal to our overall safety procedures is the management of emergency situations. Our procedures are tested and reviewed a minimum of twice each school term.

Evacuation may be required in the event of a fire, chemical spill, bomb scare, earthquake, gas leak, flood, bush fire, unsafe behaviour of person in room. Invacuations may be required if there is an intruder on school grounds or dangerous animals/insects. Planning for and responding effectively to fire and emergency evacuations is important to ensure the safety of children and staff.

Practices in regards to Evacuations:

To effectively plan and respond to fire and emergency evacuations, the OSHC will:

- Identify potential emergencies, e.g. bush fires, floods, crime, likely accidents in the school, asthmatic or allergic children, take all precautions and plan for relevant worst case scenarios through risk assessments.
- Have a fire extinguisher and fire blanket readily accessible near areas where fires are likely to start, such as the kitchen. Ensure extinguisher is tested 6 monthly and is in good working order, clear fire exits, (all doors in premises should be easily opened in an emergency),
- Ensure all fire protection equipment is tested in accordance with Australian Standard AS 1851 2012 for level 1 service and kept in proper working condition.
- Ensure escape routes and assembly areas are kept clear of obstruction at all times.
- Evacuation assembly areas are selected and familiar to all staff;
 - o Exit through Front Door (oval side) of OSHC building, all children and staff are to leave out front OSHC door and make their way up onto the back of the Junior School Oval as instructed. All evacuation procedures are in the Emergency Management Plan which is found next to the evacuation map.
- The Educator in charge of the shift is to collect “evacuation pack” which consists of;
 - o Emergency Management Plan
 - o Emergency Contact Information for Children and Staff
 - o First aid kit
 - o Torch and extra battery pack

- o Whistle
- o Emergency Asthma Kits with Ventolin and Spacer
- o Tissues
- Develop, keep up to date, prominently display fire and emergency evacuation plan which includes:
 - o emergency alert regularly practiced and with which all staff and children are familiar with (3 short blasts on the whistle)
 - o pre-planned evacuation procedure with which all staff are familiar of
 - o pre-planned designated meeting area which is accessible at all times
 - o safe, quick, and calm evacuation of all children and staff
 - o account for all children and staff headcount documentation, roster and Xap software
 - o comfort any children in distress and treat any injuries
 - o dial 000 for the fire brigade and ambulance
 - o contact all parents
 - o complete Incident, Injury, Trauma and Illness Report notify Department of Education and Communities of any serious incident within 24 hours
- Relevant Practice emergency evacuation and fire drill regularly with children – at least twice a term and once within each vacation care period. Regularly reminding and discussing practices with children.
- Keep a record of each practice that includes an evaluation of the procedure and what action is to be taken if any, and file in the Health and Safety Folder.
- Ensure the safety and evacuation of all children and staff before trying to contain or extinguish a fire. If the fire is small and you are nearby when it begins it may be appropriate to try to extinguish it or contain it by closing doors and windows, (only if it is not dangerous).
- Ensure counselling and debriefing services are available for all those involved in an emergency situation, if required.

Practices in regards to Lockdown:

To effectively plan and respond to emergency lockdown/invacuations, the OSHC will:

- Identify potential emergencies, e.g. intruder on school grounds, dangerous animal/insect, take all precautions and plan for relevant worst case scenarios through risk assessments.
- Ensure entry/exits to the room are locked (this includes locking the doors that lead to the foyer of the multipurpose hall aswell).
- Lockdown/Invacuation assembly areas are selected and familiar to all staff and children
- On Invacuation/Lockdown the Educator in charge is responsible for ensuring all staff and children are accounted for through in room headcounts and communication with staff in other areas of the school with walkie talkies.
 - o Enter the closest safe building, lock the doors and remain out of sight from windows and doors. This may mean hiding under tables and in cupboards.

- Develop, keep up to date, prominently display Emergency Lockdown/Invacuation plan which includes:
 - o emergency alert regularly practiced and with which all staff and children are familiar with (4 long blasts on the whistle)
 - o pre-planned lockdown/invacuation procedure with which all staff are familiar of
 - o pre-planned designated areas which are accessible at all times
 - o safe, quick, and calm lockdown/invacuation of all children and staff
 - o account for all children and staff through the headcount documentation, roster and Xap software
 - o comfort any children in distress and treat any injuries
 - o dial 000 for the assistance of the police, fire and ambulance when needed
 - o contact all parents
 - o complete Incident, Injury, Trauma and Illness Report notify Department of Education and Communities of any serious incident within 24 hours

Relevant Laws & Regulations

- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- Work Health and Safety Regulation 2011
- Australian Standards for portable fire extinguishers and fire blankets.

Links to National Quality Standards

National Quality Area 2

2.3.2 Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury

2.3.3 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented

HCS OSHC Information:	Emergency Management &Evacuation
Updated:	July 2022
To be Reviewed:	June 2025

Hallett Cove R-12

Out of School Hours Care and Vacation Care

EXCURSIONS POLICY

Background

Excursions are an integral part of the children's program at the Hallett Cove OSHC service and are arranged to provide a broad range of experiences for children. Parental permission is sought for all excursions, which are to be organised to comply with departmental OSHC standards, as well as ACEQA regulations. We feel that excursions provide the opportunity to expand and enhance children's experiences, explore different environments and engage in meaningful ways with their communities. However we know excursions require appropriate planning and risk management to ensure the best experience and enjoyment is reached for all involved.

Policy Statement

Hallett Cove OSHC believe that vibrant vacation care programs offer a balance of quality home days and exciting and challenging excursions for children. We aim to provide well planned and documented excursions which provide meaningful experiences and ensures the health, safety and wellbeing of children at all times.

How the policy statement will be implemented:

Planning and Preparation

All excursions will be planned in advance to:

- Maximise both children's developmental experiences and their safety;
- Reflect the age, capacity and interest of the children;
- Ensure they are properly supervised and conducted in a safe manner; and
- Are conducted with fully informed written parental permission.
- All excursions will be thoroughly researched to ensure;
- Supervision is adequate so children cannot be separated from the group;
- Access to hazardous equipment and environments are minimised;
- There is adequate access to food, drink and other facilities (toilets, hand washing etc);
- Consideration is given to the mobility and supervision requirement of children with additional needs;
- That adequate sun and shade protection is available.

When planning for an excursion staff will:

- Access the requirements for the excursion
- Conduct a risk assessment;
- Book transport and venues;
- Make alternative arrangements for adverse weather conditions;

- Inform families of the details of the excursion including destination, objectives and outcomes, and what the child should bring;
- Provide parents or legal guardians with an excursion form to complete to authorise their child to participate on the excursion;
- Collect completed permission forms for each child attending the excursion;
- Arrange for a suitably equipped first aid kit (including asthma medication, EpiPen if required)

Risk Assessments

- A risk assessment will be carried out before putting out consents for an excursion to determine the educator to child ratio, as well as help to identify and assess the risk the excursion may pose to the safety, health and wellbeing of any child whilst on the excursion and how the service will manage any risk identified.
- They will need to consider the age and abilities of the children, the destination and length of the excursion, the transportation to be used, potential water hazards or any hazards associated with water based activities

Weather

- When excursions are planned, educators will take possible changes in weather and temperature into account. They will ensure there are sufficient shade areas for all the children to protect them from the sun, and undercover areas or enclosed areas to protect them from rain and cold weather.
- For children's and educators WHS requirements we work in-line with the OSHC and schools sun smart policy to ensure the children are protected from the weather. Therefore, should be forecast for the day of an outdoor excursion be over 32 degrees for Noarlunga on Bureau Of Meteorology (BOM) at 5pm the day before the excursion, the planned outdoor excursion will be cancelled. Educators will make an effort to change it to an indoor excursion at an available venue where the children will be protected from the heat.
- If the temperature for an indoor excursion day is forecasted to be over 35 degrees for Noarlunga on Bureau of Meteorology (BOM) at 5pm the day before the excursion, a thorough risk assessment process will be used to access the facilities of the excursion venue, to ensure they have adequate air conditioning to accommodate the amount of children and educators we are bringing.
- [Hallett Cove OSHC sunsmart policy will also be followed on all excursions to ensure the children don't get sunburnt.](#)

Authorisation for Excursions

The Nominated Supervisor will ensure that:

For all excursions parents or guardians will be given an excursion permission form with full details of the excursion including:

- Child's name;
- Date, description, duration and destination of proposed excursion;
- Method of transport to be used;
- Reason for the excursion, and proposed activities to be conducted on the excursion;
- The anticipated adult: child ratio – outlining number of educators and staff and other adults attending;
- A statement that a risk assessment has been prepared and is available at the service for parents to view.

No child will be taken on an excursion or outside the service unless written permission from parents or guardians has been received.

Families and Volunteers

- If parents, guardians or work experience students volunteer for excursions they will not be left in sole charge of children and must be supervised by an educator at all times.
- They need to be mature, responsible people who are aware of the hazards and responsibilities of taking a group of children out the service
- All volunteers will need to make sure they sign in / out in the visitor log.

Transport and Traffic

- Buses used for excursions must be fitted with suitable child restraints
- Always ensure all children have their seatbelts on and secured before the bus starts moving
- When getting on and the off the bus, educators are to arrange themselves so that one educator is first on/last off to ensure child's safety and supervision.
- Two educators to always count when children are getting on and off the bus. Those educators then sign the 'bus head-count form' where they record the number and sign off. The educator in charge, checks this number against the amount of children sign in and checks off.

What needs to be taken on excursion

- When on an excursion staff will take and have accessible:
 - A first-aid kit & emergency asthma kit
 - A list of all children on the excursion or an tablet with the kidsxap app on & internet connection
 - List of emergency phone numbers
 - Sunscreen (in summer, April & October holidays)
 - Hand sanitiser
 - Educators – emergency contact list
- Children are required to wear red hats & a red or blue wristband with the services name and phone number on them, to help identify them to our service.
- Should a child require medication while on an excursion the usual service procedures regarding medication, as outlined in the Dealing with Medical Conditions Policy will be followed. The educator in charge of the morning shift is responsible for making sure all the medication and the children's folders with the medical information and authorisation is packed into the excursion bags.

General Information

- All excursions will be publicised to all parents with full details of destination, time of departure and return, and any special items children are required to bring. There will be no change to the publicised itinerary unless the person in charge of the excursion decides it is necessary for the safety and wellbeing of the children.
- On swimming excursions there will be a maximum of five children to one educator at all times.

- Parents are requested not to send their child on an excursion if the child has any signs of being unwell. This is in everyone's interest.
- Children must be supervised when going to the toilet & have another child with them (the educator will need to check toilets before the child goes in).

Links to National Quality Standards

- 2.3.2 – Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
- 7.3.5 – Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

Relevant Laws & Regulations

- Education and Care Services National Regulation 2011 – 101, 102
- Occupational Health and Safety Regulations 2001

HCS OSHC Information:	Excursion Policy
Updated:	June 2021
To be Reviewed:	May 2024

Hallett Cove R-12

Out of School Hours Care and Vacation Care

Health and Safety Policy

BACKGROUND

The **Hallett Cove Out of School Hours Care Service** aims to provide a healthy environment in which children will grow and be safe. Preventative measures, through an infection control process, will be followed by all people in the Out of School Hours Care service at all times.

HOW THIS POLICY WILL BE IMPLEMENTED (specific policies and procedures)

Hygiene

- Hand washing is the most effective way of controlling infection in the service. Staff and children should wash their hands:
 - on entry to the service
 - Before handling and preparing food and eating
 - After blowing/wiping nose, coughing and sneezing
 - After going to the toilet
 - After cleaning up blood and other bodily fluids
 - After handling animals
- All staff must wear gloves (disposable rubber or vinyl) when:
 - In contact with blood or other bodily fluids or open sores
 - Cleaning up faeces, vomit or blood
 - When handling clothes, cloths or equipment which has been soiled by bodily fluids
 - When cleaning a contaminated area.
- Staff must wear gloves when cleaning if they have a break in the skin of their hands, or if they have dermatitis or eczema.
- Staff must wash their hands with soap and water after gloves are removed.
- Surfaces will be cleaned after each activity and all surfaces cleaned and sanitised thoroughly, daily. Areas contaminated with bodily fluids will be disinfected and sanitised.
- The service will ensure that toilets and hand-washing facilities are easily accessible to children. Children will be encouraged to flush toilets after use, and wash and dry their hands.

- The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary items.
- Staff will use gloves and a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Gloves and tissues will be disposed of immediately after wiping a child's nose.
- Toys, dress-up clothes and other materials such as cushion covers will be washed regularly, and other equipment will be cleaned regularly. The criteria for selecting new toys, equipment, games, furnishings and other materials will include ease of cleaning.
- Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed and sanitised or discarded after each use.
- Staff will encourage children to put leftover food and soiled food in the food bin provided.
- Food will be prepared, kept and served hygienically in line with Food Safety Standards.
- Bins for the temporary storage of refuse and garbage will be kept with lids on and will be emptied daily.
- Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be observed at all times.
- Children will be encouraged to follow good hygiene and dental care practices. Staff may discuss these subjects with groups and individual children if needed.
- Any animal or bird kept at the Out of School Hours Care service will be maintained in a clean and healthy condition in line with 'The Code of Practice for the Use and Care of Animals in Schools', The Prevention of Cruelty to Animals Act 1985. Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash their hands after touching animals.
- Any animal scratches or bites will be cleaned immediately with soap and antiseptic.
- Staff are expected to act in ways that do not endanger the health and safety of children, parents or other staff, and to encourage healthy and safe behaviour in children by setting a good example.

Information distribution about health and hygiene

- Information about the WHS Act, Regulations, Codes of practice and guidelines and the departmental WHS Manual are held at the service, or on the school site, and may be read by staff, management committee members and parents of children attending the service.
- Employee and employer obligations in regard to OHS&W are discussed with new staff and committee members as part of their induction. They are included in staff and committee handbooks.
- Staff are encouraged to report incidents which lead to high stress levels to the management committee and/or WHS representative. Positive steps will be taken to understand and minimise stress suffered by individual staff members.
- When there is a notifiable infectious disease in the service, information will be made available to parents in a manner that is not prejudicial to the rights of staff or children and which does not infringe State or Commonwealth legislation (see Staying Healthy in Child Care in References and resources below).
- Parents will be informed by notices about common infectious diseases in the service. Parents of children with an immunity impairment will be advised about outbreaks of contagious diseases so that they may decide if it is in the best interest of the child not to attend the service for a period.

Exclusion

- Children and staff with infectious diseases will be excluded from the service in accordance with departmental Administrative Instructions and Guidelines (AIGs) and National Health and Medical Research Council guidelines. The guidelines for exclusion can be found in departmental AIGs and Staying Healthy in Child Care (see References and resources below).
- A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.
- If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.
- If a staff member is unwell, they should not report to work. Staff members should contact the director/coordinator or nominated committee member at the earliest possible time to advise of their inability to report to work.
- In the case of serious ill health or hospitalisation, a child or staff member will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

Management of unwell children

- If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone listed emergency contacts.
- If a child requires immediate medical aid, the service staff will secure that aid and notify the parent.
- If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from the parent through phone, text or email or from a registered medical practitioner, if possible the family's preferred medical practitioner.

Medication

- Service staff will assist with children's medication if:
 - it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
 - it is an over-the-counter medicine that has been authorised by the child's parent.
 - the parent has completed and signed the service's Request to Administer Prescribed Medication form.
- When staff are to assist with a child's medication, it should be given directly to the staff member in charge, not left in the child's bag or locker.
- Where possible, before medication is given to a child, the staff member will verify the correct dosage with another staff member. After giving the medication the staff member will complete the following details on the Request to Administer Prescribed Medication Form and document on the child's Medical Communication Plan
- Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or

specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed with a review date and signature. Staff are not authorised to administer or assist in administering medication if there is no review date and signature from a Doctor.

- All illness at the service should be recorded on the Accident/Illness Record.
- If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.
- Staff must not administer injections. In the case of children with chronic conditions which could be life-threatening, alternative fast-acting oral medications are available.

Allergies

- Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it.
- Staff must ensure Allergy Action Plan/Management Plans are kept in date and should liaise with parents when forms are expiring.
- Staff will be informed on induction or children with allergies, where to find their plans and medication.

Environment

- The OSHC indoor and outdoor environments will be smoke-free.
- All rooms in the OSHC service will be well ventilated with appropriate heating and cooling facilities.
- The director/coordinator and staff will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable.
- Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- In the interests of children's health, staff are encouraged to use environmentally friendly products at the service wherever possible.
- All rubbish will be disposed of in an environmentally friendly way, food scraps are taken by a staff member to feed her pet chickens and recycling bins are emptied weekly in the recycling bin onsite. Where possible clean and sanitised cardboards are recycled in the service "Create Cupboard".
- The service is a non-smoking area. This includes all indoor and outdoor play areas and anywhere within sight of children.

Sun protection

- To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun OSHC will implement our Sun Smart Policy. Please refer to full policy for precautions and procedures.

Relevant Laws & Regulations

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011

Links to National Quality Standard:

- Education and Care Services National Regulation 2011 – 99, 158, 168
- QA2: Children’s Health and Safety
 - Each child is protected

HCS OSHC Information:	Health & Safety Policy
Updated:	June 2021
To be Reviewed:	June 2024

Out of School Hours Care and Vacation Care INCIDENT, INJURY, TRAUMA & ILLNESS POLICY

Policy Statement

Hallett Cove OSHC understands the importance of children testing their developing capabilities and ensures exploration is done so under supervision and risk management to provide a safe learning environment; safety and care is held at a high regard and also extends to the employees of the service.

Background

The health and safety of children in education and care services is the responsibility of all approved providers and educators. Policies and procedures (including documented records) must be in place to effectively manage the events of any incident, injury, trauma and illness that occurs in the program by law. In accordance with education and Care Services National Regulations, the approved provider must ensure that incidents, injuries, trauma and illness occurrences are addressed, reported and recorded appropriately. Young children's innate desire to explore and test their growing capabilities is essential in developing wellbeing. Educators must consider the understanding of all of the elements of wellbeing, and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm.

Scope

This 'Incident, Injury, Trauma & Illness' policy is for the students, families, and educators at Hallett Cove OSHC and is to be applied when at the centre, when on excursions and during planning and preparation for OSHC affiliated activities.

Definitions

- ED155: A form which needs to be submitted (within 24 hours for a serious incident or 7 days for a non-serious incident) in response to a critical incident at an OSHC service.
- Work Health and Safety (WHS): It involves managing risks to the health and safety of everyone in the workplace (i.e., yourself, your colleagues and the students).
- Trauma: An emotional response to a deeply distressing or disturbing experience

Implementation

- Hallett Cove OSHC'S 'Incident, Injury, Trauma & Illness' procedure is followed by educators, students and families;
- Develop program goals that promote the wellbeing of each child;
- Maintain communication with families to ensure that they're informed of any incident, injury, trauma and illness to their child/ren as required;

- Ensure that records of any incident, injury, trauma and illness are documented, transmitted to the Department of Education and Communities as required and kept in storage according to regulatory requirements; and
- Ensure that this policy is implemented in conjunction with our Emergencies and evacuation policy

Legislative Requirements

National Regulations

Part 4.2: Children's health and safety	
<i>Division 1 Health, safety and wellbeing of children</i>	
Reg 77	Health, hygiene and safe food practices
Reg 82	Tobacco, drug and alcohol-free environment
Reg 83	Staff members and family day care educators not to be affected by alcohol or drugs
Reg 84	Awareness of child protection law
<i>Division 2 Incidents, injury, trauma and illness</i>	
Reg 85	Incident, injury, trauma and illness policies and procedures
Reg 86	Notification to parents of incident, injury, trauma and illness
Reg 87	Incident, injury, trauma and illness record
Reg 88	Infectious diseases
Reg 89	First aid kits
<i>Division 3 Medical conditions policy</i>	
Reg 90	Medical conditions policy
Reg 91	Medical conditions policy to be provided to parents
<i>Division 4 Administration of medication</i>	
Reg 92	Medication record
Reg 93	Administration of medication
Reg 95	Procedure for administration of medication
Reg 96	Self-administration of medication
<i>Division 5 Emergencies and communication</i>	
Reg 97	Emergency and evacuation procedures
<i>Division 6 Collection of children from premises and excursions</i>	
Reg 100	Risk assessment must be conducted before excursion
Part 4.3: Physical Environment	
<i>Division 2 Additional requirements for centre-based services</i>	
Reg 115	Premises designed to facilitate supervision

Part 4.4: Staffing Arrangements

Division 6 First aid qualifications

Reg 136	First aid qualifications
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National Quality Standards (NQS)

Quality Area 1: Educational Program and Practice		
1.1.1	Approved learning framework	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
Quality Area 2: Children's Health and Safety		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2.1	Supervision	Every reasonable precaution is taken to protect children from harm or any hazard likely to cause injury
Quality Area 6: Collaborative Partnerships with Families and Communities		
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.

Related Policies

- Administration of First Aid Policy
- Sun Smart Policy
- Water Safety Policy
- Risk Assessment Policy
- Nutrition Policy
- Safe Transitions Policy
- Emergency & Evacuation Policy
- Mandatory Reporting Policy
- Medical Conditions Policy
- Health & Safety Policy
- Infectious Disease & Infestations Policy
- Authorisation Policy

Resources

- [CARL](#) – Reporting child abuse and neglect hotline: 13 14 78
- HealthDirect phone number for free medical advice: [1800 022 222](#)

- Emergency phone number (Ambulance, Police, Fire Department): 000
- Poison Information Hotline: 13 11 26
- [Safework Australia](#)

Review		
Date Reviewed	Modifications	Next Policy Review Date
25.07.2023	Changed the layout and removed procedures. Updated minor changes. Added section/s: 'Policy Statement' 'Scope' & 'Definitions'	May 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

INCIDENT, INJURY, TRAUMA, ILLNESS PROCEDURE

Practices:

The procedures of the services will include the following;

Approved Providers will:

- Notify the Regulatory Authority within 24 hours of any serious incident at the education and care service.
- Notify the Regulatory Authority within 7 days of any incident not defined as being 'serious' - Please refer to the descriptive parameters below.
- Serious accident includes;
 - Death of a child while either at the service or as a result of an incident that occurred at the service.
 - Any incident involving injury or physical or emotional trauma to a child, or illness of a child that results or should have resulted in the child seeing a medical practitioner or attending hospital.
 - Any incident where the attendance of emergency services was, or should have been sought.
 - A child went missing or cannot be accounted for or is locked in or locked out of the service or any other part of the premises.
 - DfE severe or serious injuries include; head injuries, eye injuries, back injuries, loss of limbs or appendages, bone fractures, deep wounds requiring suturing, burns, ear injuries or other injuries where complications have set in after the initial injuries are sustained.
- For more information, please refer to the **Authorisations Policy**

Nominated Supervisors will:

- Ensure that educators are rostered so that at least one educator who holds a current approved first aid qualification is present at all times that the children are being educated and cared for by the service;
- Ensure the service holds the correct number of first aid kits required, suitably equipped, maintained, and are easily accessible;
 - Each room facility in use will have a first aid kit: The ELC and main OSHC room.
- Ensure that all staff are aware of the completion of appropriate records in the event of any incident, injury, trauma or illness to children whilst in the care of the Hallett Cove OSHC, and that this information is completed no later than 24 hours after the incident occurred;

- Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements;
- Give staff access to appropriate up to date information, or professional development on the management of incidents;
- Make certain that all staff have access to the Regulations and law and are aware of their responsibilities under these ensuring that this occurs as part of the staff induction or orientation to the service and that position descriptions reflect this requirement.
- Understand and are up to date with the procedures to be followed in the event of a child receiving an injury, illness or trauma.
- For more information, please refer to the **Administration of First Aid Policy**.

Educators will:

- Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risk for themselves as appropriate;
- Consider the planning of the physical environment and experiences, ensuring that the spaces are safe;
- Thoughtfully group children to effectively manage supervision and any potential risk to children's health and safety;
- Respond to children in a timely manner. Provide reassurance and ensure children's emotional and physical wellbeing is paramount at all times;
- Seek further medical attention for a child if required;
- Be knowledgeable of and practice safe health and hygiene practices for preparing and storing food;
- Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development;
- Be aware of individual children's allergies and medical conditions and use this knowledge when attending/responding to any incident, injury and illness;
- Respond to children showing signs of illness and monitor the symptoms of the child, and record as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or request the collections of the child;
- Maintain appropriate work health and safety standards when attending the children's injuries and applying first aid;
- Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired; and
- Ensure that hazardous items are inaccessible to children;
- Report concerns to Nominated Supervisor.

Families will:

- Be informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including illnesses at the service;
- Inform the service of their child's particular requirements, and provide any relevant paperwork to the service, eg. Letters from a medical professional etc;

- Be informed as soon as practicable the occurrence of an infectious disease – please refer to Infectious diseases and infestations;
- Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the report;
- Receive access to this policy;
- Report concerns to Nominated Supervisor.

INFECTIOUS DISEASES AND INFESTATIONS POLICY

BACKGROUND

Disease and infectious outbreaks in education and care services are common due to groups of children playing closely together. Whilst it is acknowledged that it is not possible to prevent all infectious diseases and infestations, OSHC services have a responsibility and legal obligation to take action to help prevent the spread. Education and care services can limit the spread of infectious diseases by

- excluding unwell children / educators while they are infectious
- practicing standard precautions
- Educating and communicating with the school community.

When an outbreak of a transmittable infestation occurs, the service will follow procedures as for infectious diseases, as well as following DECD and SA Health guidelines.

POLICY STATEMENT

Hallett Cove OSHC will minimise children's exposure to infectious diseases by adhering to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

HOW THE POLICY WILL BE IMPLEMENTED

GENERAL

The service will act to prevent the spread of infectious diseases/infestations by:

- Ensuring current information about infectious diseases is held at the service.
- Providing appropriate hand washing facilities and supplies (as outlined in the Nutrition Policy).
- Encouraging effective hand washing techniques.
- Providing appropriate first aid supplies (as outlined in the Administration of First Aid Policy).
- Excluding children from the service who are suffering from an infectious disease (as per the guidelines in Staying Healthy, DECD & SA Health).
- Notifying families as soon as practicable when an infectious disease has occurred at the service.

THE DIRECTOR, ASSISTANT DIRECTOR AND EDUCATORS ARE RESPONSIBLE FOR:

Ensuring that the services practices and procedures minimise the spread of infection/infestation by:

- Regularly disinfecting and cleaning all equipment (refer to cleaning schedule on sliding doors).
- Ensuring that there is no sharing of drinking/eating utensils.
- Ensuring the service is clean daily by a professional company and that this is increased if an outbreak has been recorded in the service or to minimise the risk of transmission of a virus such as COVID-19
- In the case of head lice and gastro; removing soft furnishings (bean bags), washing the 'dress ups', bedding and restricting access to them until the immediate risk passes.
- Making sure that all material items such as towels, dress-ups and cushion covers, will be laundered regularly.
- All staff wearing disposable gloves when in contact with blood, open sores or other bodily substance, clothes contaminated with bodily fluids or cleaning up a contaminated area. Staff must wash hands with soap and water after removing the gloves.
- Staff with cuts, open wounds or skin disease such as dermatitis covering their wounds and wearing disposable gloves. Used gloves should be disposed of safely.
- Children not sharing hats and share hats cleaned with solution immediately after a child has finished borrowing the hat for the day.
- Ensuring the service holds information on specific diseases and exclusion periods and this information is available to educators and families; and that the Staying Healthy document and posters are accessible to educators at all times.
- Ensuring the service's documents are all current and available.
- Ensuring that any updates to the documents are made available to all educators in a timely fashion.
- Ensuring that information regarding the service's policy on exclusion of children with infectious diseases is made available to families in the family information pack, along with the recommendation that families keep children who are unwell at home.

INFECTIOUS DISEASES

In the event that an educator suspects that a child arriving at the service is suffering from an infectious disease:

- The educator will approach the director for a second opinion.
- If the director also suspects the child is suffering from an infectious disease, he/she will advise the person signing in the child that the child is suspected of suffering from an infectious disease and request that the child be removed from the service until a medical practitioner has determined that:
 - the child is not suffering from an infectious disease

- the child has completed the applicable exclusion period as outlined in the current edition of Staying Healthy.

In the event that an educator suspects that a child in attendance at the service is suffering from an infectious disease:

- The child will be withdrawn from the main group and taken to a separate area, where the educator will further assess the child's current health condition and maintain surveillance whilst making the child comfortable.
- The educator will refer to Staying Healthy or SA Health-Exclusion from childcare, preschool, school & work website for details on symptoms the child is presenting with (but will not officially make a diagnosis, but can however present the symptoms to the family and indicate that other children with similar symptoms have been diagnosed with a similar condition).
- An educator will contact the family or, if unsuccessful, the emergency contacts in order of priority and advise the emergency contact of the child's condition and request that the emergency contact make immediate arrangements to collect the child from the service.
- In an event where the child does not have to be collected immediately, precautions as described in Staying Healthy will be implemented.

In the event that a child with an infectious disease has been in attendance at the service, the director will:

- Ensure that the families of children in attendance that day, or any other previous day the child has attended and may have been infectious, are notified as soon as practicable. Confidentiality will be maintained and only the name and nature of the infectious disease will be disclosed (see Confidentiality Policy).
- Ensure that information regarding the infectious disease is available to families.
- Ensure information regarding the occurrence and nature of the infectious disease is prominently displayed next to the day sheet.
- Ensure that documentation regarding the infectious disease and the actions taken by the service comply with Regulations.

RELEVANT LAWS & REGULATIONS

- Education and Care Services National Regulation 2011
- Education and Care Services Nation Law Application Act 2010

Reg 77	Health, hygiene and safe food practices
Reg 85	Incident, injury, trauma and illness policies and procedures
Reg 86	Notification to parents of incident, injury, trauma and illness
Reg 87	Incident, injury, trauma and illness record
Reg 88	Infectious diseases

Reg 90	Medical conditions policy
Reg 93	Administration of medication
Reg 162	Health information to be kept in enrolment record
Reg 168	Education and care service must have policies and procedures

LINKS TO THE NATIONAL QUALITY STANDARDS

2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented
2.2	Safety	Each child is protected

RESOURCES/REFERENCES

- DECD – Infectious Control & disease prevention
- SA Health – Exclusion from childcare, preschool, school and work
- Staying Healthy—Preventing Infectious Diseases in Early Childhood Education and Care Services. Australian Government National Health and Medical Research Council, 5th Edition at
- You've Got What? Government of South Australia Department of Health at www.health.sa.gov.au/pehs/youve-got-what.htm
- Health Support Planning at www.chess.sa.edu.au/Pathways/HSPbookinfull09.pdf
- Wash, Wipe, Cover (Health SA) at www.publications.health.sa.gov.au
- Department of Health guidelines for managing head lice at www.dh.sa.gov.au/pehs/branches/headlice/headlice-index.htm
- NCAC OSHCQA Fact Sheet #17 Children's Hygiene at www.acecqu.gov.au (go to NCAC archive)
- SA Health Communicable Disease Control Branch at www.dh.sa.gov.au/pehs/communicablediseases-index.htm
- SA Health List of Notifiable Diseases at www.dh.sa.gov.au/pehs/PDF-files/1203-notifiablediseaselist.pdf
- SA Health Report of Notifiable Disease or Related Death at www.health.sa.gov.au/pehs/PDFfiles/2008-case-reporting-form.pdf
- DECD Infection Control website at www.decd.sa.gov.au/speced2/default.asp?navgrp=health&=infection

HCS OSHC Information:	Infectious Diseases and Infestation Policy
Updated:	Aug 2022
To be Reviewed:	Aug 2025

Introduction

Hallett Cove OSHC service recognises that the service will run most effectively when there is minimal conflict and when conflict is resolved quickly. We recognise that mediation is an effective tool in achieving this and will actively promote it within the service for all participants to use. Mediators promote constructive communication, help disputants take responsibility for their own actions, clarify their needs and feelings and focus on mutual needs and interests.

Educators Will:

- Act as mediators for helping children with disputes
- Seek support from the director or line manager to resolve an issue if a dispute occurs between two staff
- Follow the procedures as listed below

The Mediator Will:

- Be an active listener
- Place themselves in the other person's position to understand what the person is saying and how they feel.
- Show understanding and interest by their:
 - o Tone of voice
 - o Facial expression
 - o Gestures
 - o Eye contact
 - o Body language
- They will not:
 - o Interrupt
 - o Offer advice
 - o Give suggestions
- Reflect and paraphrase what the person has said to ensure that you are understanding of the situation is accurate.
- Ask questions to clarify what is being said
- Repeat in your own words what you think the person means.

Steps for Helping Mediation Occur

If the problem is to be solved, the mediator and disputants must agree on the following points:

1. One person speaks at a time, no interrupting.
2. Everyone listens to each other.
3. Everyone is honest.
4. No 'put downs' should be expressed.

5. The mediator will be fair and not take sides.

Mediation Process

Decide who will talk first, then ask:

1. What is the problem?
2. How do you feel?
3. What do you want to happen?
4. What is the plan/solution?
 - Work with suggestions until disputants develop one they are both happy with.
 - There may be more than one problem
 - Make sure all problems are solved
 - Check that both disputants are happy with the plan.
5. How can you avoid the problem happening again?
6. In closing, tell the disputants the problem is solved.

Helpful Strategies for Resolving Conflict

1. Take turns
2. Sharing
3. Compromise
4. Accepting actions and apologising
5. Seeking help
6. Avoiding situation
7. Use of humour
8. Allowing chance to rectify.

Handling Difficult Situations

1. What are the likely problems?
 - Are they telling the truth?
 - Is there a lack of willingness to solve the problem?
 - Is there an inability to explain the situation due to low self-esteem, powerlessness or unequal power?
2. Strategies to counter difficulties
 - Review rules and agreements (ie the importance of honesty).
 - Separate disputants and talk to them individually, and then try to solve the problem all together
 - All disputants take a cool – off period until they are willing to participate.

What if one person won't agree to mediate?

Staff member asks what will happen/are the consequences if the problem is not resolved. Then ask if that is what the disputant wants to happen.

NO then it will help to mediate

YES then I can't help you now. If you change your mind I will help you.

The person who did want help needs to carry on until such time that the other disputant is willing to enter into mediation.

Links to Laws and Regulations

Education and Care Services National Regulations 2011:168

- Education and care service must have policies and procedures

National Quality Framework

- QA4.2 Professionalism
- QA5.2 Relationships between children
- QA6.1 Supportive relationships with families
- QA7.2 Leadership

Out of School Hours Care and Vacation Care MANDATORY REPORTING POLICY

POLICY STATEMENT ON MANDATORY REPORTING

The Hallett Cove Out of School Hours Care Service abides by the guiding principles of the *Children's Protection Act 1999* that the safety, wellbeing and best interest of a child are paramount, and that a child has a right to be protected from harm or risk of harm.

The *Children's Protection Act 1999* requires all educators to be Mandatory Reporters to make a report to CARL, if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical, sexual, emotional abuse or neglect, and may not have a parent able and willing to protect them.

The Education and Care Service National Regulations 2011 requires an Approved Provider to notify the Regulatory Authority of information in respect of prescribed matters including any circumstance arising at the service that poses a risk to the health, safety and wellbeing of a child or children attending the service (regulation 175(2)(c)).

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- Reporting Child Abuse and Neglect, Mandated Notification Guidelines' is held at the service and must be read by the staff and management committee. This is kept in a designated RRHA-EC folder. It is also available to parents on request.
- Employer and employee obligations in relation to allegations of child abuse are included in staff handbooks. These obligations are pointed out to new staff at the beginning of their employment.
- As mandated notifiers, staff are required to have their RRHA-EC training before commencing employment and to update it was often as required.
- The service will ensure prior to commencing the new educator will have a DECD Pre Employment check.

DEFINITIONS

Child abuse can be defined as an act by parents, caregivers or any adult in the child's life which endangers a child or young person's physical or emotional health or developmentally. Child abuse can be a single incident, but usually takes place over time. In South Australia, under the Children's Protection Act (1999) a child or young person is a person under eighteen years of age. Child abuse can occur in the following ways:

- **Physical abuse** occurs when a child suffers or is likely to suffer significant harm from an injury inflicted by an adult. The injury may be inflicted intentionally or may be the inadvertent consequence of physical punishment or physically aggressive treatment of a child. The injury may take the form of bruises, cuts, burns or fractures.
- **Sexual abuse** occurs when a person uses power or authority over a child to involve the child in sexual activity. Physical force is sometimes involved. Child sexual abuse involves a wide range of

sexual activity. It includes fondling of the child's genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or other object, or exposure of the child to pornography.

- **Emotional & Psychological abuse** occurs when a child's parent or caregiver repeatedly rejects the child or uses threats to frighten the child. This may involve name calling, put downs or continual coldness from the parent or caregiver, to the extent that it significantly damages the child's physical, social, intellectual or emotional development.
- **Neglect** is the failure to provide the child with the basic necessities of life such as food, clothing, shelter, medical attention or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed. (Source: Department of Health and Human Services)

Children and young people have the right to be protected from abuse and neglect. When staff members form a belief that a child may be at risk of harm due to sexual abuse or physical injury that results from abuse or neglect, they have a legal responsibility to notify the Department of Human Services.

REASONABLE GROUNDS

The *Children's Protection Act, 1999* states that anyone may make a notification to the Department of Child Protection. However, under section 31 of the Children and Young People (Safety) Act 2017 (SA) (*mandated notifiers*) must notify CARL if they suspect on reasonable grounds that a child or young person is, or may be, at risk and the suspicion that a child has suffered, or is likely to suffer, significant harm as a result of physical injury or as a result of sexual abuse.

A belief is considered to be more than a suspicion. One may be considered to have formed a belief if one is more likely to accept rather than reject the suspicion that a child is at risk of harm from physical or sexual abuse.

Reasonable grounds can be thought of as the mechanism used for forming the belief. These include situations where:

- When your own observations of a particular child's behaviour and/or injuries lead you to suspect a child is, or may be, at risk of harm
- A child tells the educator they have been harmed
- Someone else tells the educator (perhaps a relative, friend, neighbour or sibling of the child) that a child has been abused or is at risk of abuse.
- A child tells the educator that they know someone who has been harmed (often a child is referring to him or herself).
- When your own observations about the behaviour of the child or their adult / caregivers, give you cause to suspect that a child is being, or is at risk of being harmed.

Proof is not required that abuse has occurred or is likely to occur. A belief is sufficient. It is the role of the CARL to determine whether that belief should be investigated.

Staff can also go through the 'concerns checklist' in the RRHA-EC folder that was taken from the Education Department website.

IMPLEMENTATION

If an Educator suspects that a child is in need of protection from physical, sexual, emotional abuse or neglect it is essential that he/she document any concerns and observations in a confidential file. In all cases, educators are advised to inform the Director and Line Manager of his or her concerns as early as possible. Over a period of time it may become apparent to the educator that there are reasonable grounds on which to form a belief that the child needs protection.

Following a discussion with the Director or Line Manager about his/her concerns and observations:

- The educator may form the belief that it is necessary to make a report. In this case the educator must make a report to the CARL as soon as practicable. It is the responsibility of the individual educator to ensure that this notification has occurred and that all reasonable grounds supporting the belief have been reported.
- There is a RRHA-EC folder in the staff office that has documentation and information for staff around how to report abuse or neglect and a notification checklist of the information they'll need to have to be able to make a report.
- For serious and life threatening concerns the staff member must call the ***Child Abuse Report Line on 13 14 78***
- For reporting less serious concerns the report can be made online at www.reportchildabuse.families.sa.gov.au (ECARL)
- The educator may continue to suspect that a child is in need of protection. In this case the educator should continue to monitor and support the child.
- Once report is made a 'mandatory notification record' needs to be filled in and handed to the Junior School Principal so it can be placed in the child record.

CONFIDENTIALITY OF NOTIFICATIONS

Under section 163 of the Children and Young People (Safety) Act 2017, a mandated notifier's identity will not be disclosed unless the disclosure:

- Is required or authorised by the Chief Executive or under the Act, or
- Is made by way of evidence and the court or tribunal is satisfied the disclosure is of critical importance in the proceedings and failure to admit it would prejudice the proper administration of justice

FAILURE TO REPORT

If a staff member fails to report, as a mandated notifier and they had reasonable grounds a child is, or may be at risk, this may result in the staff member being prosecuted and a court imposing fine (section 31(1) of the Children and Young Person (Safety) Act 2017.

Circumstance where a person may need not to report a suspicion if;

- The person believes on reasonable ground that another person has reported the matter in accordance with that subsection;
- The person's suspicion was due solely to having been informed of the circumstances that gave rise to the suspicion by a police officer or child protection officer acting in the course of their official duties;
- The person believes on reasonable ground that the Department of Child Protection is already aware of all the information that forms the basis of the person's suspicion.

ADDITIONAL INFORMATION

- Those involved in any process of consultation around mandatory reporting must maintain confidentiality regarding the child, the family, the notifier and any alleged perpetrator.
- An educator does not need permission from parents or caregivers to notify, nor do you need to inform them that you are notifying.

- If one staff member has a different view from another staff member about making a report and the staff member continues to hold the belief that a child is in need of protection, that person is obliged to make a report to Child Protection.
- An educator may notify the Department of Child Protection of his/her belief without the prior knowledge of the Director. It is strongly recommended that the educator inform the Director or Line Manager of his/her action as soon as practicable.
- It may be necessary for the Department of Child Protection to interview a child at school when a notification of abuse has been made. Such requests may be directed to the Director or Line Manager
- It is important to advise children or young people of their right to have a supportive adult present at such an interview. This may be the Director or Line Manager
- When Officers of Child Protection or the Police seek an interview with a child, the Director and Line Manager will cooperate with the authorised agency.

Relevant Laws & Regulations

- Education and Care Service National Law Act, 2010 and Regulations 2011
- Children and Young People (Safety) Act 2017
- Child Protection (Mandatory Reporting) Amendment Act 2016
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- Mandatory Reporting Guide – Development Version 1.0 – updated August 2018
- Duty of Care
- NQS Area: 2.3.2, 2.3.4, 4.2.1, 5.1.3, 7.1.1, 7.2.3, 7.3

HCS OSHC Information:	Mandated Notifications Policy
Updated:	March 2022
To be Reviewed:	February 2025

Hallett Cove R-12

Out of School Hours Care and Vacation Care

MEDICAL CONDITIONS POLICY

Policy

Hallett Cove OSHC service will facilitate effective care and health management of children with acute episodes of illness and medical emergencies.

Background

Medical conditions include, but are not limited to asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis. In many cases these can be life threatening. Our service is committed to a planned approach to the management of medical conditions to ensure the safety and well-being of all children at this service. Our service is also committed to ensuring our educators are equipped with the knowledge and skills to manage situations to ensure all children receive the highest level of care and to ensure their needs are considered at all times. Providing families with ongoing information about medical conditions and the management conditions is a key priority.

Goals

Hallett Cove R-12 OSHC and Vacation Care will minimise the risk around medical conditions of children by:

- Collaborating with families of children with diagnosed medical conditions to develop an action plan for their child;
- Informing all staff, including casual staff, and educators, of all children diagnosed with a medical condition and the action plan procedures for these;
- Ensuring all children with diagnosed medical conditions have a current action plan that is accessible to all staff; and
- Ensuring all educators are adequately trained in the administration of emergency medication.

Practices:

Enrolment of children into the OSHC

The Nominated Supervisor will ensure:

- That any parent with a child enrolled at the service that has a specific health care need, allergy or other relevant medical condition is provided with a copy of this Medical Condition Policy;
- Parents are informed of the requirement to provide the service with a medical management plan of their child's condition;
- That the risk relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised;

- If relevant, practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented to support the child's health needs;
- If relevant, practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented;
- Practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented;
- If relevant, practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy, or relevant medical condition are developed and implemented;
- Ensure that all staff and educators are aware of the medical management plan and risk minimisation plan;
- All permanent educators are trained in procedures contained in the medical management plan;
- Families enrolled at our OSHC service are informed of the need to prohibit any items which may present a hazard to children with diagnosed medical conditions.

Communication and Display of Medical Information

The Nominated Supervisor will:

- Ensure all medical management and risk minimisation plans are accessible to all staff;
- Ensure that all plans and medication are current and kept up to date;
- Ensure that as part of the induction process for all new educators and volunteers, they are informed of the medical conditions policy and the health care plans for all relevant children;
- Ensure parents communicate with us any changes made to their child's medical management plan

Educators and staff will:

- Ensure they are aware of enrolled children with medical conditions and be familiar with the medical management / risk minimisation plans of each child diagnosed with a medical condition;

Medication

The Nominated Supervisor will:

- Ensure that the educator in charge of the session is responsible for all medication that has to be administered for that session;
- Where medication is required (for both long-term conditions & short-term conditions), ensure that the parent / guardians have provided the service with a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and times it is to be administered. This is also the case for over-the-counter medication as well as prescription only medication.
- Parents / guardians are also required when handing over the medication to fill in a 'medication record' form, with written instructions of the time and dosage for when educators are to administer the medication. In all cases, the instructions must match those on the pharmacy label.

- The educator in charge must also make sure when getting the child to take their medication that they also have another educator to witness they are administering the correct dosage and that the child has taken it.

Educators and Staff will ensure:

- They administer medication following the instructions provided by the child's parents and doctor
- That medication is stored in a cupboard that is secure with access limited to the educators responsible for medication storage and supervision.
- That medication is stored strictly in accordance with product instructions (paying particular note to temperature) and in the original packaging.
- That the following details are confirmed before administering medication:
 - Correct child
 - Correct medication
 - Correct dosage
 - Correct route (eaten, inhaled etc.)
 - Correct time
- That all relevant details are recorded on the medication record form immediately after administering medication.
- If parents / guardians do not supply the current medication for their child/ren on the days they attend, the service will refuse access.
- If a child is given the wrong dosage or wrong medication, the following steps will be followed;
 - Ring the poison information centre 13 11 26 and give details of the incident and child.
 - Act immediately upon the advice given (e.g. If advised to call an ambulance) and notify child's emergency contact person
 - Document your actions via completion of a critical incident and an accident and injury report form
 - Notify the Education Standards Board via NQITS

Families will ensure:

- All medication for their child is handed over to the educator in charge and not left in their child's bag
- That they fill out the relevant 'medication record' form
- That they provide the medication in its original packaging and provide the documentation required from their doctor or specialist
- That all medication provided is not past the expiry date & all Medical Management Plans are current (renewed within the last year)
- That the service is notified if their child is receiving medication at home but not at our service. Details of the medication type, its purpose and any possible side effects must be disclosed to staff.
- That their child is not taking their first dose of new medication while attending Hallett Cove OSHC, as this should be supervised by the family or a health professional in case of an allergic reaction.

Management of Asthma and Anaphylaxis

The Nominated Supervisor will:

- Ensure that all permanent educators are adequately trained in the management of asthma and anaphylaxis, and that training includes identifying medical emergencies;
- Ensure that all staff are adequately trained in the administration of emergency medication such as the Epi-pen or asthma medication.
- Regularly monitor medication, plans are ensure it's all kept up-to-date.

Educators and staff will:

- Be alert to the immediate needs of children who present with symptoms of anaphylaxis and asthma;
- Administer emergency medication in accordance with their training, as required

Documentation and Record Keeping

The Approved Provider will:

- Ensure records are confidentially stored for the specified period of time as required by regulation.

The Nominated Supervisor will:

- Provide a copy of the Medication Record to medical staff in the event further medical intervention is required.

Educators will:

- Complete a Medication Record when a child receives emergency medication;
- Provide parents with a copy of the Medication Record

Relevant Laws & Regulations

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011: 90, 91 ,94

Links to National Quality Standards

- 2.1.– Each child's health and physical activity is supported and promoted.
- 2.1.2 – Effective illness and injury management and hygiene practices are promoted and implemented.

Related Policies

- Asthma Management
- Anaphylaxis Management
-

HCS OSHC Information:	Dealing with Medical Conditions
Updated:	June 2022
To be Reviewed	May 2025

Policy Statement

Hallett Cove OSHC and its Vacation Care centre endeavours to provide a healthy and well-balanced menu for students as guided by the 'Australian Guide to Healthy Eating' and to promote and aid in developing healthy eating habits for these students with the support from their guardians.

This includes:

- Encourage the entire OSHC community to be mindful of and to consume a healthy and balanced diet.
- Encourage the entire OSHC community to regularly drink water.
- Ensure the centre has a regular mealtime routine provided in a safe and social environment.
- Ensure food safe practices.
- Communicate and work with families to accommodate for food restrictions and allergies.

Background

The HCS OSHC service encourages and promotes the health and wellbeing of children. This is achieved through providing a healthy nutritious diet and through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. By providing a balanced and nutritional diet, long-term healthy eating habits and attitudes are developed. Parents are encouraged to participate in this approach to nutrition for their children.

Scope

This nutrition policy is for the students, families and educators at Hallett Cove OSHC and is to be applied during service hours.

Definitions

- Health Star Rating (HSR): The star labelling found on food containers/wrappers which rates the healthiness of the food product (the more stars equalling the healthier it is) and nutrient and energy information.
- Food Allergies: The potentially dangerous reaction after a certain food is eaten.

Implementation

- Hallett Cove OSHC's Nutrition procedure is followed by educators, students and families.
- Australian Guide to Healthy Eating is referred to when planning for and shopping for the weekly menu.

Legislative Requirement

National Regulations

Part 4.2 Children's Health and Safety	
<i>Division 1 Health, safety and welling of children</i>	
Reg 77	Health, hygiene and safe food practices
Reg 78	Food and beverages
Reg 79	Service providing food and beverages
Reg 80	Weekly menu
<i>Division 4 Administration of medication</i>	
Reg 94	Exception to authorisation requirement – anaphylaxis or asthma emergency
Reg 95	Procedure for administration of medication
Reg 96	Self-administration of medication

National Quality Standards

Quality Area 2: Children's Health and Safety		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.1.3	Healthy lifestyle	Healthy eating and physical activity are promoted and appropriate for each child.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

Related Policies

- Health & Safety Policy
- Managing Children with Allergy & Anaphylaxis Policy

Resources

- [The Australian Guide to Healthy Eating](#)
- [Better Health Channel: Coeliac disease and gluten sensitivity](#)
- [Information on Anaphylaxis: ASCIA](#)
- [Healthy Eating Advisory Service: Nut Allergy](#)
- [Lactose Intolerance Information](#)

Review		
Date Reviewed	Modifications	Next Policy Review Date
29.06.2023	Changed the layout and removed procedures. Updated minor changes. Added new resources. Changed the policy statement.	May 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

NUTRITION PROCEDURE

Provision of Healthy and Varied Food Choices

- Hallett Cove R-12 OSHC and Vacation Care provides:
 - A menu that is inclusive of child, staff and family input is displayed weekly along with a working recipe book in the office which is added to regularly with families being encouraged to contribute with home recipes.
 - Healthy and balanced snacks of which are varied and age appropriate in conjunction with the Dietary Guidelines for Children and Adolescents in Australia.
 - A good balance of fresh foods opposed to pre-packaged and prepared are offered daily.
- There will be open communication with parents/guardians regarding allergies, restrictions and special diets (cultural or religious) to ensure Hallett Cove OSHC can best support the parent/guardian and child choices. Details of these requirements will be noted on the child enrolment form, displayed visibly in the kitchen and discussed with appropriate staff. Food allergies or restrictions which are based on health reasons should be accompanied by a letter from a General Practitioner or Health Professional.
- The denial of food to a child is never to be used as a punishment.
- The importance of good, healthy food is discussed with children on a regularly basis to develop positive attitudes towards healthy eating.
- Proper hand hygiene practices are encouraged prior to eating.
- Cooking is regularly planned as part of the children's program. When children are cooking the ingredients, preparation and techniques used will be hygienic and safe to contribute to the children's nutritional needs.

The Eating Environment

- A safe environment in which children can sit down and engage in meaningful discussions whilst eating.
- During meal times, staff will encourage children to be seated while eating and drinking as well as interacting with the children to model good eating habits and social interactions.
- An encouraging environment in which children are supported to try new and different foods. Children are not forced to eat; their likes, dislikes and cultural beliefs regarding food are respected.
- Breakfast will be provided up until 8am in the main room. Children will have choice of wholemeal bread, wholegrain cereals, milk and spreads and are encouraged to make their own breakfast in order to develop life skills.
- Animals and insects are put back in their enclosure during meal times and are kept away from the eating areas. Children sanitise and wash their hands before serving food.

Serving of Food

- Food that is prepared, stored and served hygienically. Children are encouraged to serve themselves food; however, if staff need to assist, tongs/serving utensils will be used.
- A variety of foods that reflect the cultural diversity of families within the service will be served.
- The menu clearly displays alternatives to accommodate to allergies and intolerances as well as vegan and vegetarian options available.
- A regular routine is implemented around meal times to uphold continuity and structure.
 - Breakfast: 6.30am – 8.00am
 - Recess: 10.00am – 10.30am
 - Lunch: 12.30pm – 1.00pm
 - Afternoon Tea: 3.15pm – 3.45pm
- During school holidays parents/guardians are instructed to pack lunch for their child which is to be eaten cold. In conjunction with our risk assessment, food will not be reheated. If child possess food that needs to be reheated a sandwich will be offered as an alternative.
- Foods for special occasions and celebrations are offered no more than four times per year due to the majority of food being “red foods”.
- Hallett Cove OSHC is a nut free environment.

Drinking Water

- Drinking water is always available and easily accessible to staff and children.
- Staff will regularly encourage children to drink more water during the summer months with regular drink breaks being encouraged during outdoor play.
- Parents will be reminded and encouraged to supply their child with a water bottle. On excursion where parents have not provided a drink bottle, staff will purchase a bottle of water for the child and notify the parent. The parent will be given the receipt and expected to reimburse the staff member at collection.

Communication with Families

- The food provided at Hallett Cove OSHC is planned on a two week rotating menu. Should changes need to be made to this menu parents/guardians and children are advised.
- Hallett Cove OSHC will work in conjunction with parents/guardians to ensure the needs of children with specific food requirements (allergy, intolerance, culture) are met and supported.
- Parents/Guardians are invited to contact the Director at any time to discuss comments, concerns or feedback in relation to the Nutrition Policy and for their child’s individual dietary needs.
- Information on nutrition, food handling and storage is displayed at the service in relevant areas.
- Parents/Guardians need to supply recess and lunch unless otherwise stated in the program. The service will supply afternoon tea daily.

Staff Training

- Staff are encouraged to undertake online trainings on food and nutritional related issues.

Hallett Cove R-12

Out of School Hours Care and Vacation Care

RISK ASSESSMENT POLICY

BACKGROUND

The policy on risk assessment is not specifically identified by Regulation 168. However, risk assessment is required in several key aspects of service delivery and services will need to be able to demonstrate a familiarity with the process. It has been decided to prepare this as a stand-alone policy which, by nature of the requirements, does not fit easily into the prepared template.

There should be a regular risk assessment undertaken of emergency procedures. The application of a risk assessment process is valuable in any situation where there is some concern about an operational change, to assess the potential risks and determine how these can be most effectively minimised.

In summary, risk assessments:

- are a requirement of the National Quality Framework
- are best practice
- will minimise risks
- will provide documented evidence which may be used as defence in a court of law assisting educators meet their duty of care responsibilities.

POLICY STATEMENT ON RISK ASSESSMENT

The **Hallett Cove Out of School Hours Care Service** complies with the requirements of the National Quality Framework and undertakes risk assessments of excursions, incursions, emergency procedures, craft activities, equipment, places used around the school and other situations of change (such as a temporary relocation.) Risk assessments will also be completed following any incidents occurring at the service that are reported to NQA ITS.

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

Undertaking a risk assessment is part of planning an activity, incursion and excursion. The risk assessment must:

- Identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and
- Detail strategies for minimising and managing those risks.
- All risk assessments should be endorsed by the Approved Provider or the nominated supervisor.

A risk assessment for excursions must consider:

- The destination for the excursion
- Any water hazards
- The transport to and from the proposed destination for the excursion

- The number of adults and children involved in the excursion
- The educator to child ratio required under Law, and whether a higher ratio of educators or other responsible adults to children may be appropriate to provide supervision, given the risks posed by the excursion
- The proposed activities
- The likely length of time of the excursion
- New children, who are unfamiliar with educators, other children, the environment and routines
- Preschool-age children in attendance
- Children with additional needs
- Children being exposed to people other than educators employed at the service
- Unfamiliar environments, activities and resources
- Using public toilets and facilities
- If there would be a greater risk of COVID exposure
- The items that should be taken on the excursion (eg mobile phone, list of emergency contact numbers, medication.)

OTHER CONSIDERATIONS

In instances where there is uncertainty about the identified risks that arise from a risk assessment, seek the guidance of the Approved Provider. This could result in the Approved Provider (or nominee) countersigning the risk assessment.

Risk assessments must be carried out every 12 months and for every excursion and incursion undertaken.

RELEVANT LAWS AND REGULATIONS

Regulations	National Quality Standard	Other policies/ Service documentation	Other legislation/ Guidelines
168	2 & 7		OHS&W Act/ Regulations
100-101		Excursions policy	
97		Emergency and Evacuation Policy	
103-115		Child-safe Environment policy	
173-177		Governance and Management Policy	

HCS OSHC Information:	Risk Assessment Policy
Updated:	March 2022
To be Reviewed:	February 2025

Background

The Outside of School Hours and Vacation Care service encourages and promotes the safe transitioning of all children and staff between buildings. In order to have open lines of communication between all staff members in the service walkie talkies are utilised to discuss and inform staff when children are travelling to and from the playground, toilets, OSHC room and Early Learning Centre. This assists in maintaining correct ratios and ensuring the safety and whereabouts of all children at all times.

Playground & Oval

An educator under ratio can take 15 children to the playground before another educator needs to attend also (unless a kindy child is present). The walkie talkie is to be taken and kept in close proximity at all times by the staff member travelling to the playground and another walkie talkie is to be used by a staff member remaining in the OSHC room. The walkie talkie is to be used to communicate when children are travelling to and from the playground; this is to communicate ratios and also in cases of accident and emergency or should the staff member at the playground need extra assistance. Educators are to notify each other once they have eye on the child in transition so it is clear, who's responsibility the child is.

Toilet

In the instance that a staff member needs to take a child to the toilet they must ensure that they have a radio and the staff member in the OSHC room also has a radio. They must also take another child with them. If a staff member is taking a group of children to the toilet a headcount must be conducted prior to taking the group and this number needs to be communicated with the staff member in the room. If a child is returning to the room prior to the rest of the group, this must be communicated via the walkie talkie and the number of children remaining must be retained. Toilets must be checked prior to locking.

ELC

Educators are to communicate to each other when a child is moving between the ELC and OSHC room. When it is to retrieve something from the other room the child needs to go with another child and educators need to inform each other via walkie talkie when they have eyes on the child. In the case of parents collecting children while a group is down in ELC, they need to sign out in the main OSHC room and then head down to collect their child.

Transition to & from School

Children in year 6 and above who have been given parent or guardian consent are dismissed at 8:20am and walk to class on their own. Children in Year 3 to 5 (or without permission) are dismissed after a morning roll call at 8:30am and walk to class on their own. Children in Reception to Year 2, stay in OSHC until 8:40am and are then walked down by an educator & each class is checked to make sure they arrived safely.

In the afternoon all children in reception to Year 2 meet in the ELC and then walk up to OSHC together with the educator/s.

Support Staff

As a support educator it is expected that a walkie talkie is carried at all times. In the instance that there is an emergency or an issue in which assistance is needed the walkie talkies are the quickest mode of communication. The walkie talkies are also to be used to communicate the support staff and child's whereabouts should location change frequently.

Relevant Laws & Regulations

- Education and Care Services National Regulation 2011
 - 99 – Children leaving the education and care service premises
 - 158 – Children's attendance record to be kept by approved provider
 - 159 – Children's attendance record to be kept by family day care educator
 - 168 – Education and care service must have policies and procedures
 - 123 – Educator to child ratios
- National Quality Framework
 - QA2: Children's Health and Safety - Each child is protected
 - QA4.1: Staffing Arrangements - 4.1.1 Organisation of educators

HCS OSHC Information:	Safe Transitions
Updated:	August 2023
To be Reviewed:	July 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

SUNSMART POLICY

Policy Statement

Hallett Cove OSHC acknowledges the value of providing and allowing our students to engage in sun safe outdoor play. We strive for and are committed to ensuring all children and educators are protected from ultraviolet (UV) radiation.

This includes:

- Encourage the entire OSHC community to use a combination of sun protection measures whenever UV Index levels reach 3 and above or throughout term 1 & 4
- Ensure all students and staff have some UV exposure for vitamin D
- Assist staff and students to be responsible for their own sun protection
- Ensure that families and new staff are informed of the Sun Smart Policy

Background

A balance of ultraviolet (UV) exposure is important for good health. Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Too little UV radiation can lead to low Vitamin D levels which is essential for healthy bones and muscles and general good health. UV radiation can be high even on cool and overcast days. This means you cannot rely on clear skies or high temperatures to determine when you need to protect yourself from the sun. Over-exposure to the sun during childhood and adolescence is known to be a major cause of skin cancer. Australia has the highest incidence of skin cancer in the world with one in three Australians developing some form of skin cancer during their lifetime.

Scope

This sun smart policy is for the students, families, and educators at Hallett Cove OSHC and is to be applied when at the centre and when on excursions.

Definitions

- Ultraviolet: The 'invisible' rays that are a type of energy that is emitted by the sun.
- Skin Cancer: Is the abnormal and out of control growth of skin cells and occurs when the skin cells are damaged.

Implementation

- Hallett Cove OSHC's Sunsmart procedure is followed by educators, students and families.
- When the UV levels reach 3 or higher, educators ensure students and themselves use the recommended sun protection when outdoors.
- The Sunsmart app is promoted to be used by students, staff and families.

Legislative Requirements

National Regulations

Part 4.2: Children's health and safety	
Reg 100	Risk assessment must be conducted before excursions
Reg 101	Conduct of risk assessment for excursion
Part 4.3: Physical environment	
Reg 113	Outdoor space: natural environment
Reg 114	Outdoor space: shade
Reg 116	Assessments of family day care residences and approved family day care venues
Part 4.7: Leadership and service management	
Reg 168 (2)(a)(ii)	Policies and procedures: Sun protection
Reg 169	Additional policies and procedures – family day care services
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2.1	Supervision	Every reasonable precaution is taken to protect children from harm or any hazard likely to cause injury
Quality Area 7: Governance and Leadership		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Related Policies

- Water Safety
- Child-Safe Environment
- Excursion
- Risk Assessment
- Health & Safety

Resources

- [The Cancer Council](#)
- Hallett Cove School Sun Smart Policy
- [SunSmart UV Alert](#)

Review		
Date Reviewed	Modifications	Next Policy Review Date
8.06.2023	Changed the layout and removed procedures. Updated minor changes.	May 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

SUNSMART PROCEDURE

The nominated supervisor and Educational Leader will:

- Ensure that all educators and families are aware of the Sun Smart Policy
- Ensure that there is always Cancer Council SPF 30+ broad spectrum sunscreen at the service & that this is taken on excursions during Summer, April and October holidays.
- That the Sun Smart Policy is regularly updated and in-line with the Cancer Council recommendations and that of the schools.
- Update the SunSmart Policy at least every 3 years.

Educators and staff will:

- Ensure that the children apply sunscreen before going outside in the morning, at lunch time and in the afternoon.
- Ensure that the children are monitored when applying sunscreen to ensure they are covering all exposed areas & help apply when parents/ caregivers have requested this.
- Ensure that all students going outside wear the red bucket hats during terms 1 and 4.
- The red bucket hat will be given to children upon enrolment and a \$5 charge will be added to their account. The children are then responsible for looking after their hat and ensuring it is in their bag whenever they are in OSHC. If the student forgets, they can borrow a spare hat twice; after the third time a new hat will be charged to their account.
- Continue to remind students the importance of hydration during hot weather spells, making sure they are drinking from their water bottles or the schools filtered water fountains and offering to re-fill bottles from the pura tap in the kitchen.
- Role model how to be Sun Smart by wearing a sun protective hat, clothing and sunglasses when outside. Applying SPF 30+ broad spectrum, water resistant sunscreen before heading outside with a group of children, seek shade whenever possible and follow the OSHC hot weather procedures.
- Discuss and educate the children at group times and through conversation the importance of being Sun Smart and how to do this.
- Ensure the availability of shade is considered when planning excursions and all other outdoor activities.
- Encourage children to use available areas of shade when outside.
- Ensure that the 'NO HAT, NO OUTDOOR PLAY' rule is enforced & that children without appropriate clothing / footwear will be restricted to play in the shaded areas or inside.

- To minimise the spread of infections such as head lice, children will not share hats & shared hats given to children for the day will be cleaned at the end of the day with an approved head lice spray and placed in the freezer overnight.

Families will:

- Apply a SPF 30+ broad spectrum water resistant sunscreen to their child/ren prior to leaving home for OSHC, or upon arrival at OSHC.
- To supply a SPF 30+ sunscreen, clearly labelled with their child's names on it for re-application throughout the day if they don't approve of the one we provide or their child is allergic to the one we provide (*we provide the Cancer Council SPF 30+ broad spectrum protection*).
- Dress their child/ren in appropriate Sun Smart clothing during vacation care and on the schools' pupil free days. This mean tops should have sleeves and an enclosed back and footwear is enclosed.
- Sun glasses are also recommended by the Cancer Council for sun safety and therefore parents are encouraged to provide their child with close fitting, wraparound sunglasses that meet the Australian Standard AS/NZS 1067:2003 (Sunglasses: lens category 2, 3 ro 4) and cover as much as the eye area as possible.
- Ensure their child/ren are sent with a full water bottle each day, so they are able to keep hydrated.

Ensure their child has their red bucket hat in their bag on the days they're coming to OSHC and if it gets lost will be required to purchase a new one for \$5.

Hallett Cove R-12

Out of School Hours Care and Vacation Care

WATER SAFETY POLICY

Policy Statement

HCS School Outside School Hours Care recognises the risks posed by bodies of water and takes the safety of children and educators involved in water-based activities and around bodies of water seriously. HCS OSHC will ensure that every precaution is taken so that children are able to enjoy water-based activities safely. Risk assessments will be carried out for programmed water-based activities and the outcomes will underpin the educator to child ratio for the activities.

Definitions

Body of water: in regards to this policy, this refers to any of the following locations: swimming pools, wading pools, lakes, ponds, ocean, creeks, dams and rivers. This also includes any equipment that could contain 5cm or more of water and could allow a child to submerge both nose and mouth at the same time.

Implementation

HCS OSHC shall ensure the safety of children around bodies of water by:

- Undertaking a risk assessment that will determine the required educator to child ratio for the proposed activity.
- Demonstrating a preference for venues that provide additional supervision in the form of lifeguards.
- Ensuring educators are placed in positions that allow them to directly and actively supervise any child accessing a body of water.
- Avoiding any venue with a body of water where sufficient precautions cannot be taken to ensure the safety of children.

The Director is responsible for:

- Conducting a risk assessment on any venue HCS OSHC plans to visit, to ensure that the service is able to provide appropriate levels of supervision and that the risk does not exceed the service's ability to maintain the safety of children.
- Ensuring a risk assessment is carried out on any activity programmed that allows children to access a body of water.
- Ensuring educators position themselves in the environment so that every child is within sight of an adult at all times and that supervision is direct and vigilant; and that educators rotate their position in the environment on a regular basis to allow for movement and to maintain vigilance.
- On a swimming excursion, having some educators designated to supervise children from within the body of water.

Relevant Laws & Regulations

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/ Guidelines
168	2.3	Risk Assessment Policy	Camps and Excursions Guidelines
101 (2)b		Sun Protection Policy Excursions Policy Child-safe Environment Policy	Where preschool age children are present, services should refer to the DECD Water Safety Procedures for Preschools

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168

Links to National Quality Standards

- QA2: 2.2: Each child is protected

Key Resources

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- Camps and Excursions Guidelines at www.decd.sa.gov.au/policiesa-z
- Water Safety Procedure for Preschools at www.decd.gov.au/policiesa-z
- Royal Life Saving fact sheets at www.royallifesaving.com.au/www/html/156-fact-sheets.asp

HCS OSHC Information:	Water Safety Policy
Updated:	October 2022
To be Reviewed:	October 2025

Interactions with Children

(National Quality Standard 5)

Hallett Cove R-12

Out of School Hours Care and Vacation Care

INCLUSION ANTI- BIAS POLICY

Policy Statement

At Hallett Cove OSHC, we aim to provide an inclusive environment for all children, families and educators as we appreciate the uniqueness of everyone regardless of their additional needs and abilities, race, gender, sexuality, religion, culture and socio-economic background. This includes:

- All children, families, Educators and staff are welcome, treated equitably and with respect.
- Celebrating all types of people through educational teachings and activities.
- Opportunities for staff to learn more about differences in people through professional development.

Background

Diversity in all its forms should be embraced within OSHC settings, to help develop positive and accepting attitudes in children, and to help them gain a better understanding of their care environment, community, country and the world. Our Inclusion Anti-Bias policy underpins the philosophy of our service. The role of Educators is to encourage children to share and learn about the individuality of each child, their family and their role in the service. This policy aims to assist children to form positive social relationships and to learn to accept the diversity of members of the service community.

Definitions

- Discrimination: The unjust treatment of different kinds of people; this is particularly seen in terms of one's ethnicity, age, sex, or disability.

Scope

This policy applies to children, families, Educators, staff, students, volunteers and visitors of the service.

Implementation

- Hallett Cove OSHC Anti-bias procedure is followed by educators, students and families.
- Educators create, develop and deliver engaging educational programs that teaches students to appreciate a diverse community.

Legislative Requirements

Relevant Laws & Regulations

- Education and Care Services National Law Act 2010 and Regulations 2011
- Equal Opportunity Act (SA) 1984
- Anti-Discrimination Act 1991

National Regulations

Part 4.2: Children's health and safety	
Reg 85	Incident, injury, trauma and illness policies and procedures
Reg 86	Notification to parents of incident, injury, trauma and illness
Reg 90	Medical conditions policy
Reg 91	Medical conditions policy to be provided to parents
Part 4.7: Governance and Leadership	
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available

Links to National Quality Standards

Quality Area 1: Educational Program and Practice		
1.2.3	Child Directed Learning	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world.
Quality Area 3: Physical Environment		
3.2.1	Inclusive environment	Outdoor and Indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments.
Quality Area 4: Staffing Arrangements		
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning & development.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
Quality Area 6: Collaborative Partnerships with Families and Communities		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

Links to Relevant Resources

- Make a complaint for discrimination in the workforce. Call Equal Opportunity Commission: phone 8207 1977
- [Beyond Blue](#)
- [The Australian Human Rights Commission](#)

- [Fair Work Ombudsman](#)

Links to Other Policies

- Behaviour Guidance & Management Policy
- Educational Program & Practice Policy
- Equal Opportunity Policy
- Incident, Injury, Trauma & Illness Policy

Review		
Date Reviewed	Modifications	Next Policy Review Date
06.2023	Reviewed in meeting and suggestions were made for improvement	May 2026
1.08.2023	Changed the layout and removed procedures. Updated minor changes.	July 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

INCLUSION ANTI- BIAS PROCEDURE

Parents will:

- Inform the director of the family and child's cultural and/or language requirements at the time of enrolment.
- Inform the director of the family and child's additional needs at the time of enrolment or whenever identified.
- Be encouraged to contribute to the program and operation of Hallett Cove OSHC by sharing information about their child's individual needs.
- Provide input into the program, sharing their cultural ways
- Be informed via newsletter, noticeboard, Seesaw communication about Hallett Cove OSHC's policies and procedures.

Educators will:

- Ensure that their interactions with children:
 - Promote gender equality;
 - Promote equality regardless of race, culture or differences;
 - Encourage children to develop to their full potential regardless of different abilities or needs.
- Acknowledge and value children's unique and individual differences.
- Ensure that their language and daily practices are inclusive and non-discriminatory.
- Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development and active participation of in-service training.
- Self-evaluate and monitor their biases concerning gender, stereotypes or other differences between children.
- Ensure their behaviours comply with Hallett Cove OSHC's policies and code of conduct.
- Utilise the parent's expertise in relation to their child's needs and communicate effectively with parents.
- Observe the local community of Hallett Cove OSHC
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs.
- Incorporate into the program advice identified through consultation with other professionals, the child's family and those with particular expertise in relevant areas.
- Implement a range of practices to actively counteract bias or prejudice such as;
 - Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds.
 - Use anti-bias language when communication with children and families.
 - Display poster and material that are representative of a variety of social, cultural, linguistic and ability background.
 - Talk to children about differences in positive ways.

- Celebrate occasions that are relevant to a variety of cultures.
- Share information with children about different cultures and ability backgrounds.
- Provide information for children and families in other languages when appropriate.
- Providing inclusive models with discussing family structures with all children.
- Providing inclusive resources, experiences and materials.
- Ensuring the physical environment reflects an inclusive and anti-bias approach.
- Provide alternatives when a food being served, or a craft, activity being celebrated doesn't meet a child's/families belief or cultural background.
- Use person first language

Management will:

- Support educators in their professional development opportunities to ensure the provision of inclusive programs.
- Assess centre documents and communications to ensure that it is inclusive and promotes an inclusive approach.
- Ensure all enrolments policies and practices are inclusive.
- Include in the educator selection criteria the applicant's ability to accept and implement inclusive practices.
- Include information regarding Hallett Cove OSHC commitment to inclusive practices in the Educator handbook and induction and orientation process.
- Include information regarding Hallett Cove OSHC's commitment to inclusive practices in the Family Handbook given to families on enrolment.
- Support the purchase of toys and resources that cover a range of cultures, abilities and sexualities

BEHAVIOUR GUIDANCE & MANAGEMENT POLICY

BEHAVIOUR MANAGEMENT & GUIDANCE OVERVIEW

Behaviour Guidance aims to promote in children the development of self-discipline, self-direction, awareness and respect of self, other people and the environment. To enable each child to develop self-concept, staff will use positive child behaviour guidance strategies at all times. Positive behaviour guidance must take into account the children's self-esteem, dignity and rights and individual levels of development and understanding. The Director or educator in charge will keep open lines of communication with parents/guardians addressing any issues as they arise and regularly exchanging information about children's behaviour; encouraging parents/guardians to provide relevant information which may assist in understanding a child's actions and behaviours.

EXPECTATIONS

The Director and Educators will review expectations with staff and students annually.
A code of Cooperation will be developed annually and displayed in the OSHC setting.

Hallett Cove R-12 OSHC Educators will:

- Role model appropriate behaviour at all times.
- Use mediation processes when dealing with children's disputes.

Hallett Cove R-12 OSHC Educators expect children to:

- Follow instructions promptly and without arguing
- Play appropriately with others
- Speak politely, use manners, use positive body language
- Respect people, property, boundaries and self
- Play within the instructed boundaries
- Stay within sight and earshot of a staff member
- Use equipment appropriately
- Ask a staff member for help if/when needed
- Help to clean up

When inappropriate behaviour occurs Educators will:

- Respond in a calm and rational manner
- Use distraction (changing the focus of the activity or behaviour) and provide a reminder of rule and responsibility.
- Use redirection from a negative activity to a positive one
- Use planned ignoring of attention seeking behaviours whilst maintaining a safe environment for all children.
- Determine all factors surrounding and contributing to an incident
- Act promptly and in an effective manner If potential risk of harm to staff or children is deemed likely
- Ensure response conforms to "Children's Services Act 1996" and "Children Services Regulations 2009"
[Behaviour guidance management strategies shall not include any form of physical, verbal, emotional or corporal punishment, including punishment that humiliates, frightens or threatens a child. *Children Services Act 1996: Part 4 and Children Services Regulation 2009 (s28)*]
- Document incident and report to Director/Supervisor on shift and to the family of child/ren.
- Consult with other Educators and Director should difficulties arise

Exclusion for Behavioural Reasons

If a child continues to display inappropriate behaviour after Behaviour Management strategies have been implemented the following actions will be taken:

- Parent/Guardian called to collect child from service
- Repeated unacceptable behaviour will result in the suspension of care for 24 hours. (*The OSHC Director, parent/guardian and child will construct a Behaviour Contract to enable return.*)
- If unacceptable behaviour continues, care may be terminated for a period of one week. Further incidence will result in further extended periods of suspension/exclusion.

In planning an environment to minimise potential difficulties, Educators will:

- Encourage and reinforce respect for the children's environment and equipment
- Allow choices, alternatives and opportunities to problem solve where ever possible
- Children must be able to freely choose from a range of activities.
- Programme and provide stimulating, age-appropriate activities and materials
- Consider each child's individual needs and provide a program that fits the child's interests rather than fitting the children to the program.
- Develop and adhere to appropriate routines in which children know what to expect rather than constantly needing to be directed. Routines aid in the smooth running and transitioning of the day as well as providing balance between indoor, outdoor, energetic and calming activities.

Relevant Laws & Regulations

Links to the National Quality Standards		
QA5	5.1.1	Interactions with each child are warm, responsive and build trusting relationships.
	5.1.2	Each child is able to engage with educators in meaningful, open interactions that support the acquisition of skills for life and learning.
	5.1.3	Each child is supported to feel secure, confident and included.
	5.2.1	Each child is supported to work with, learn from and help others through collaborative learning opportunities.
	5.2.2	Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
	5.2.3	The dignity and the rights of every child are maintained at all times.

Links to the National Regulations		
Regs	155	Interactions with children
	156	Relationships in groups

Links to My Time, Our Place	
LO1	Children feel safe, secure, and supported.
	Children develop their emerging autonomy, inter-dependence, resilience and sense of agency.
	Children develop knowledgeable and confident self-identities.
	Children learn to interact in relation to others with care, empathy and respect.
LO2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.
	Children respond to diversity with respect.
	Children become aware of fairness.
	Children become socially responsible and show respect for the environment.

HCS OSHC Information: Behaviour Guidance Management	
Updated:	September 2022
To be Reviewed:	September 2025

Out of School Hours Care and Vacation Care EDUCATIONAL PROGRAM & PRACTICES POLICY

Background

Hallett Cove Out of School Hours Care Service will provide a program developmentally appropriate to assist with the fundamental development stages of the children attending. This will include but is not limited to; physical, emotional and intellectual potential, including language skills and creativity, without substituting for the care they receive from their parents. Children will be actively involved in all program planning, implementation and the reflection process.

Planning & Programming

- The Educational Leader and all educators will be responsible for the development of a program reflective of the centre's Philosophy and goals of the service, as well as creating an atmosphere and environment responsive to the needs of each individual child and to the group as a whole.
- Staff will be provided with opportunities to further their knowledge of child development theories and practice through access to a range of personal development (PD) trainings.
- Programs will be developed for all aspects of the service (i.e. before school care, after school care, pupil-free days, and school holidays).
- Staff will program for before school care, after school care, pupil-free days and vacation care from children's interests, extension to learning and through links to community involvement and environmental factors.
- Programs will be child-led, based on documentation of spontaneous play, children's ideas and feedback of previous activities. Staff will engage in reflective conversations with children to program forward.
- All staff will be encouraged to explore and use quality resources and training to offer fresh experiences for children and to further their own professional development and skills.
- The program will adhere to and consider aspects of the My Time Our Place Framework. The programs will be balanced, providing a range of indoor/outdoor experiences, sensory and STEM explorations, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practice life and social skills.
- Programs will include opportunities that foster and enhance:
 - Friendships between children
 - Individual child/staff interactions
 - Cooperative and responsible behaviours among children
 - Individual and group interests
 - The special needs, interests and talents of every child.
- Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach to activities that values both processes and end products will be encouraged.

Implementing the Program

- Children and staff will have access to the *Program and Observation Booklet* for documentation and implementation of ideas. Children will have the opportunity to design activities and play opportunities.
- Children and staff will have access to a visual representation of the weekly program displayed in the OSHC. Families will also have digital access via Seesaw weekly announcements.

- A digital and printed copy of the vacation care program will be provided for each family. Parents will be encouraged to have input into program development. The Educational Leader/Director will provide families with opportunities to provide feedback about the program to foster community involvement and inclusivity of all children. The extent to which parents wish to be involved will be respected.
- Children's programs will be inclusive of the cultural and linguistic diversity of all families using the service. They will support children to explore a range of cultural experiences in an environment free from racial prejudice and harassment.
- The service will provide a variety of equipment, toys and materials for all children to play with and use regardless of gender. The service will provide children with the opportunity to choose new sporting equipment and play materials for the OSHC to purchase. The children will have access to a range of natural materials and loose parts resources.
- The program will be child-centred and will allow children to experience a variety of experiences and pursue their own interests. There will always be a range of activities so that children can choose.
- Children will be actively involved in programming processes through discussions and conversations, group sessions and planning; their suggestions and opinions will be listened to and acted on.
- Staff will join in on the children's activities where appropriate and encourage them to try new experiences.
- Educators will be supportive and encouraging and communicate with children in a friendly, positive and courteous manner. They will form warm relationships with each child in their care. When communicating with children, educators will ensure they do so at the child's level.
- All staff will be responsible for working cooperatively with each other and the children to reflect and plan for the needs of the children, and for evaluating programs in relation to the stated philosophy and goals.
- Staff will regularly talk to parents concerning their child's interests and activities and respond to suggestions from parents.

Routine

- When children first attend the service, the needs of both parents and children will be respected. Staff will provide information to the parent regarding the children's participation and wellbeing.
- Structured activities and routines will be built around the regular events of the day (i.e. arrivals and departures, snacks/drinks) and will take into account the developmental needs of individual children, children's attendance patterns, the weather and physical environment, the numbers and ages of children in a given group, children with special needs, new children entering the group and the expectations of parents.
- Where possible, new children will be encouraged to visit the service with their parents before enrolment to facilitate the child's orientation into the service.
- Excursions will be organised as part of the program. Excursions provide variety to the program, especially during the school holidays. Children benefit from experiences in the local and wider community (see Excursions policy for specific policies and procedures).

Relevant Laws & Regulations

ACECQA National Quality Framework Resource Kit (2012)
 Quality Area 7 – Leadership and Service
 Management Education and Care Services
 National Regulations (2011), R 73, 74, 75, 177
 & 185

HCS OSHC Information:	Educational Program & Practices
Updated:	June 2022
To be Reviewed:	May 2025

Hallett Cove R-12

Out of School Hours Care and Vacation Care

EQUAL OPPORTUNITY POLICY

EQUAL OPPORTUNITY OVERVIEW

The **Hallett Cove Out of school Hours Care Service** is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff and support of students and their families. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.

STAFFING

All staff will be selected and employed according to equal opportunity guidelines. Applicants with a disability who apply for advertised positions will be assessed according to the selection criteria and will not be discriminated against because of their disability.

The Director will provide relevant information to staff during orientation about the procedures to be followed in the event of harassment or discrimination in the workplace.

Children who have a disability will be eligible for OSHC care. (Additional resources and staffing will be applied for as required.)

Staff will respect individual children and their families and treat them accordingly. They will take into account individual differences in language, attitudes, abilities, assumptions and expectations in the activities they provide and promote active participation of all children.

The service will actively promote the access and participation of marginalised groups (e.g. those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), both as employees and as users of the service.

The Service will keep up-to-date information regarding Equal Opportunity legislation, multicultural policies and gender equity policies, which will be made available to staff, parents and management committee members.

Parents and staff will be given clear instructions about the Commonwealth 'Priority of Access Guidelines' (see 'Access to the Service' policy).

Programs will be culturally inclusive and will actively include opportunities for the children to experience and value diversity of culture, gender roles, ability/disability and/or impairment. The planning and delivery of the service will reflect the cultural and linguistic diversity of the local and wider community.

Staff and families will have access to grievance procedures in the event of harassment or discrimination.

Regulations	National Quality Standard	Other legislation / Guidelines
155, 162	5.1	My Time, Our Place

HCS OSHC Information:	EQUAL OPPORTUNITY
Updated:	September 2022
Q A Reference:	5
To be Reviewed	September 2025

Publication Date:	23/12/2023
Review Date:	23/12/2026
Chaired by:	Governing Council
Related policies, procedures, guidelines, standards, frameworks:	
<ul style="list-style-type: none"> • Health & Safety Policy • National Regulations • National Quality Standards • Anti-Bias Inclusion Policy • Child-Safe Environment Policy • Physical Disability Policy • Convention on the Rights of Persons with Disabilities (2006) • Convention on the Rights of the Child 1989 • Disability Discrimination Act 1992 • Offensive to use inappropriate discipline (Section 166) • Disability Standards for Education (2005) 	

Scope

Part 4.1 Educational Program and Practice	
Reg 73	Educational program
Reg 74	Documenting of child assessments or evaluations for delivery of educational program
Part 4.2: Children's Health and Safety	
<i>Division 1 Health, Safety and Wellbeing of Children</i>	
Reg 83	Staff members and family day care educators not to be affected by alcohol or drugs
Reg 84	Awareness of child protection law
<i>Division 3 Medical conditions policy</i>	
Reg 90	Medical conditions policy
Reg 91	Medical conditions policy to be provided to parents
Part 4.5: Relationships with Children	
<i>Division 1 Register of Family Day Care Educators, Co-ordinators and Assistants and Records of Family Day Care Service</i>	
Reg 155	Interactions with children
Reg 156	Relationships in groups
Part 4.7: Governance and Leadership	

Division 2 Policy and Procedure

Reg 168	Education and care service must have policies and procedures
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

In aligning with our philosophy, Hallett Cove School OSHC strives to provide and maintain a supportive and respectful environment that allows for children to be self-expressive and to interact well with other students; additionally, children are supported to follow the OSHC rules with positive reinforcement and through having positive relationships with staff. Thus, in consultation with the National Quality Standards, this Interactions with Children policy has been developed and is for the service's staff, families, and students.

Rationale

The aim of this policy is to: support students to build supportive relationships with staff and other students; inform staff on practice for managing behaviour; ensure staff are encouraging and supporting students to be self-expressive; ensure staff are maintaining a positive and inclusive environment where students feel safe to explore and build on self-reliance and their self-esteem.

Definitions and Key Terms

- Meaningful Interactions – Caring and responsive attention is given to build connections that are maintained over time.
- Social Competence – The foundation that allows children to understand and self-regulate their own emotions and negotiate their interactions with others.

National Regulations

Roles and Responsibilities

Approved Providers Will:

- Ensure there are reasonable steps in practice to provide children with opportunities to interact and develop respectful and positive relationships with each other and with staff members.
- Ensure that the service provides children with the opportunities to interact and develop respectful relationships with each other and with educators, having regard to the size and composition of the number of children being cared for.
- Ensure that the regulations outlined in the Education and Care Services National Regulations are being met and maintained.
- Ensure the service cares for children by the way of:
 - Encouraging children to express themselves, their ideas and opinions.
 - Provide and support children to participate in experiences that build and develop their self-reliance and self-esteem.

- Ensuring that their dignity is maintained and their rights are met.
- Provide positive guidance to encourage children toward acceptable behaviour and to follow the OSHC rules.
- Considers and appropriately adapts to cultural values, age, and physical and intellectual development and abilities of each child.
- Ensure the OSHC service meets the ratios of educator to students.
- Ensure the OSHC service meets the qualification and staffing requirements for each session.
 - FDC educators are at least 18 years old.
 - Have adequate knowledge of education and care.
 - Have up-to-date Responding to Risks of Harm Abuse and Neglect – Education and Care (RRHAN-EC) training.
- Ensure that no child under the care of the service is disciplined with corporal, inappropriate, humiliating, and or degrading punishments.
 - Ensure staff are informed on and practice implementing positive reinforcement.
 - Ensure staff encourage responsible behaviour.
 - Ensure staff are informed on and practice using the Zones of Regulation.
- Ensure that staff follow the Interactions with Children Policy and Procedure.
- Ensure that the Interactions with Children Policy and Procedure are accessible and available to the staff, families and available for inspections.

Nominated Supervisors Will:

- Implement the Interactions with Children Policy and Procedure.
- Support and encourage staff to practice positive reinforcement towards the students.
- Implement the 'Zones of Regulation' and the language to communicate with students about their emotions.
- Ensure all staff have meet the standard qualifications and certificates to work with and care for students.
- Ensure minimum staff requirements are met in regard to ratios.
- Ensure that no child under the care of the service is disciplined with corporal, inappropriate, humiliating, and or degrading punishments.

Educators Will:

- Support students to be build their self-reliance, self-esteem, and self-expression by providing opportunities set in an encouraging and inclusive environment.
- Maintain the dignity and respect of all children.
- Maintain a safe, supportive and encouraging environment.
- Be aware of current child protection legislations.
- Maintain safe child to staff ratios which supports adequate supervision in line with the Education and Care Services National Regulation
- Read and implement the Interactions with Children Policy and Procedure.
- Promote quality practice approaches to interactions with children by way of:
 - Using positive reinforcement.
 - Using the 'Zones of Regulations' and its' associated language.

Families Will:

- Communicate their wishes and expectations with the service director.

Communication and Review

X _____ X

Supporting Information

- [Relationships with Children PDF](#)
- [Zones of Regulation](#)
- [Positive Reinforcement](#)

Questions, Concerns, and Further Information

This policy has been implemented in line with the outlined laws and standards. If you have any questions or concerns, you can contact the centre's director and/or assistant director at:

Email: HCS.OSHC405@schools.sa.edu.au

Phone: 0401 719 591

Director – Christie Johnson

Assistant Director – Renee Mathews

Service Management

(national Quality Area 7)

1. Enrolment and orientation
2. Governance and management
3. Confidentiality
4. Authorisations
5. Fees
6. Complaints
7. Access to service
8. Financial management
9. Management committee
10. Records

Hallett Cove R-12

Out of School Hours Care and Vacation Care

AUTHORISATIONS POLICY

Background

Our OSHC requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

Goals

At Hallett Cove R-12 OSHC and Vacation Care to ensure that we only act in accordance with correct authorisation as described in the Education and Care Service National Regulations, will use the policy as guidelines for educators and staff.

Practices

The Nominated Supervisor will:

- Ensure documentation relating to authorisation contains:
 - The name of the child enrolled in the service;
 - Date;
 - Signature of the child's parent / guardian, or nominated contact person who is on the enrolment form;
 - The original form/letter/register provided by the service.
- Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
- Keep these authorisations in the enrolment record.
- Exercise the right of refusal if written or verbal authorisations do not comply.
- Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. There service can administer medication without authorisation in these cases, provided they contact the parent / guardian as soon as practicable after the medication has been administered.

Administration of Medication

- Where medication is required for the treatment of long-term conditions such as asthma, epilepsy or ADHD, Hallett Cove OSHC requires a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.
- For more information, please refer to the **Medical Conditions Policy**.

Children Leaving the Premises in the Care of Someone Other than their Parent / Guardian

- The names, addresses and contact details of all people authorised to collect children from the service must be included on the enrolment form and signed by the parent/guardian, and any changes to these must be advised in writing to the service by the parent/guardian as soon as possible.
- If the parent/guardian arranges for an unauthorised person to collect his/her child from the service, the parent/guardian must first advise the service via a telephone conversation and then give written advice of this arrangement and confirm who will collect their child. An email or text message can be verification of a phone call. Educators will seek proof of identity in cases where the person authorised to collect children is not known to educators.
- For more information, please refer to the **Enrolment and Orientation Policy**.

Excursions

- No child is to be taken outside the service (including an excursion away from the service that involves the use of transport or crossing a main road) without the parent / guardian's authorisation regarding the date, proposed destination, method of transport and activities involved.
- For more information, please refer to the **Excursion Policy**.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168

Links to National Quality Standards

- 7.3 – Administrative systems enable the effective management of a quality service

Key Resources

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

HCS OSHC Information:	Authorisation Policy
Updated:	May 2023
To be Reviewed:	May 2026

Hallett Cove R-12

Out of School Hours Care and Vacation Care

COMPLAINTS POLICY

Background

Our OSHC values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

Goals

At Hallett Cove OSHC we will;

- Handle complaints diligently and confidentiality;
- Ensuring that the process is fair to all parties involved;
- Ensuring that complaints are dealt with promptly;
- Maintain records of complaints, processes and outcomes
- Notifying the regulatory body of any complaint that alleges the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.
- Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program.

Practices

General:

- The Complaints Policy and Procedure are made available to families through the family handbook given to families on enrolment. Hallett Cove OSHC's Policy document also contains the Complaints Policy and Procedures and is available to families at the service.
- Educators can access the Complaints Policy and Procedures through the policy documents and staff handbook issued on employment and whenever an updated version is issued.
- Children can access the complaints procedure through conversations with educators, clearly displayed posters at the service and through discussions with families.
- Encourage compliments and suggestions as well as complaints.
- Opportunities to raise concerns or compliments are also provided by regular surveys.
- Complaints can be made in the following manner:
 - Verbally – in person or by phone
 - In writing – via email, sms or mail

Complaints

The Nominated Supervisor will:

- Develop a process for managing complaints. This process includes:
 - Receiving complaints;
 - Addressing and investigating complaints;
 - Documenting complaints.
- Provide contact details for putting forward a complaint
- Ensure every complaint is managed and is an opportunity for quality improvement
- Discuss the process for managing complaints with the educator and staff team.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168, 1723, 176

Links to National Quality Standards

7.3.4 – Processes are in place to ensure that all grievance and complaints are addressed, investigated fairly and documented in a timely manner.

HCS OSHC Information:	Complaints Policy
Updated:	October 2022
To be Reviewed:	September 2025

PROCEDURES FOR LODGING COMPLAINT

1. Procedures for **Families** Lodging a Complaint

- Families are requested to not discuss complaints in front of children. It may be that an appointment with the director will need to be made or can be done in writing or over the phone.
- Complaints regarding any aspect of the service should be addressed with the director in the first instance. In the event that you feel you are unable to discuss your complaint with the director or in the event that discussion with the director proves unsatisfactory, your complaint can be directed to the Junior School Principal.
- In the event that you feel uncomfortable in dealing with a complaint personally, you may nominate an advocate to mediate on your behalf, or seek the support of an interpreter.
- Families have a right to lodge a complaint directly with the Regulatory Authority & these details will be displayed on the parent notice board.

2. Procedures for **Educators** Lodging a Complaint

- If the complaint is of an industrial nature, the requirements of the relevant Award must be addressed and followed. External advice may need to be sought.
- From time to time staff conflicts arise. In the interest of the children and the professional operation of the service, these grievances are investigated promptly, thoroughly and confidentially.
- Some complaints may be resolved by presenting the matter for discussion at a staff meeting.
- In the event that you feel you have a problem with any aspects of the service, please make time to speak to the director.
- Staff may have another person present at any meeting and may withdraw from the process at any time.

3. Procedures for **Children** Lodging a Complaint

The opportunity for children to make a complaint is fully explained to them. Complaints may be in relation to incidents with other children, issues with educators or of a general nature.

- Educators will take children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. Where educators are unable to take appropriate actions regarding a child's complaint, educators will inform the director.
- Complaints relating to educators, educator conduct or aspects of the program are to be directed to the director. Children may have a family member or other representative to assist them raise their concerns.
- Children are encouraged to give feedback and make suggestions.

Hallett Cove R-12

Out of School Hours Care and Vacation Care

CONFIDENTIALITY POLICY

BACKGROUND

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only 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 respect their rights under Australian privacy laws.

Policy Statement

Hallett Cove OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

AIM

We will;

- Maintain private and confidential files for educators and staff, children and their families. We will develop systems for the appropriate use, storage and disposal of records
- Ensure the information in these files is used only for the education and are of the child enrolled in the service, and only shared with relevant or authorised people as defined within authorisations of the Education and Care Services National Regulations 2011.

HOW THE POLICY WILL BE IMPLEMENTED

To maintain security and confidentiality of personal and health-related information, the Nominated Supervisor and Staff will be aware of their obligations under the Regulation in relation to confidentiality of personal and health information of staff and their families, children in care and their families, and contractors of the service and their families.

Collection of personal Information

- We collect personal information for us to carry out Service operations or to comply with our legal obligations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the My Time Our Place Framework.
- Information may also be collected to comply with other Laws including State Health laws.
- During the enrolment process the Nominated Supervisor will:
 - Explain what personal information we need to collect, why we need to collect is, whether the information is required or authorised by Law and how it may be shared.

- Every employee is provided with clear written guidelines detailing:
 - What information is to be kept confidential
 - What confidential information they may have in order to fulfil their responsibilities and how this information may be accessed
 - Who has a legal right to know particular information.
- In keeping with the Early Childhood Australia Code of Ethics (2008), the Education and Care Services National Regulations 2011 and the Privacy Legislation, educators and staff employed by the OSHC are bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service.
- Confidential conversations that staff have with parents, or the director has with staff members, will be conducted quietly away from others.
- Enrolment forms and information must be stored securely (eg. In a locked filing cabinet in the OSHC / school office).
- Information about staff members will be accessed only by the director, the individual staff member concerned or an authorised member of the management committee, or the operator.
- All matters discussed at committee meetings must be treated as confidential.
- No member of staff may give information on matters relating to children to anyone other than the custodial parent / joint guardian or guardian when that information has been obtained in the course of employment at the service.
- Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone, either within or outside the service.
- Student's / people on work experience / volunteers will not discuss staff / children or families at the service, nor will they ever use family names in oral, recorded or tutorial information.
- If a student is ill or injured, the service may use or disclose health information provided on a needs basis to emergency care providers
- Access may be requested to any information the service holds about a person by that person or a parent or guardian of that person. They can only access information about their child / or children.
- The service will limit the amount and nature of information being kept to what is required for the service and ensure information provided by families and staff is only used for the purpose it was collected for.
- The service will ensure all information is relevant and up-to-date

Security of Personal Information

- The Nominated Supervisor and Educators will ensure the following records for each child are confidential and must be kept in a secure and accessible place to reduce the chance of unauthorised access, use or disclosure:
 - The child's enrolment & medical form would cover;
 - Personal details (name, address, date of birth)
 - Relevant medical details (if any)
 - Relevant custody details (if any)
 - Details of people authorised to collect children from the program
 - Name, home and work address and phone numbers of parent / approved persons
 - Name, address and phone numbers of people who may be contacted in an emergency
 - Name, address and phone number of the child's doctor
 - Authorisation to seek emergency medical, hospital, and ambulance service (or the chosen alternative of the parents / approved person)

- Any special needs or considerations relating to the child's medical needs / excursion needs
- Authorisations to administer medication, and details of medication administered
- Written authorisation to take children outside the service (eg. Excursion)
- Government related identifiers like Medicare and Centrelink numbers
- Payment details
- Ensuring information technology systems have appropriate security measures including password protection, anti-virus and 'malware' software, and data backup systems.
- Ensure all educators and staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like staff inductions, staff meetings or on-line training courses.
- Ensuring educators comply with our Staff Professional Conduct Policy around social media, for example never posting any photos of children on their social media page or any information that could identify children and families.
- Ensuring confidential conversations with parents or with staff are conducted in a quiet area away from other children, parents and staff.

Access of Information

The Nominated Supervisor will ensure that information kept is not divulged or communicated, directly or indirectly, to anyone other than:

- When displaying information to highlight for staff names of children with medical or other special needs, do so in accordance with privacy guidelines, such as displaying in an area accessible to staff and not accessible to visitors or other families eg. Kitchen and staff office.
- The OSHC will obtain parent / guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This includes Allied Health Professional and their support service.
- Personal or sensitive information about the child may be disclosed to other service provider in case of a medical or other emergency.
- We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information would only be accessed by and exchanged with staff education and caring for a child or by administrative staff.
- We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:
 - Emergency service personnel so they can provide medical treatment in an emergency
 - Special needs educators or inclusion support agencies (with consent)
 - Volunteers, trainees and work experience students (with consent)
 - If a child access multiple services eg. During vacation care

Quality of Personal Information

The Approved Provider or Nominated Supervisor will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, current and complete. Educators and staff will:

- View original sources of information is practical when information is collected
- Collect and record personal information in a consistent format, for example using templates for enrolment, incident, injury, trauma and illness and administration of medication.
- Record the date personal information was collected or updated every 12 months.

- Update information in our physical or electronic records as soon as it's provided.

In addition, the Approved Provider or Nominated Supervisor will:

- Regularly remind families via newsletters, text messages, seesaw messages or through displays on the service notice board to update their personal information including emergency contact details and their child's health information.
- Ask parents to update their enrolment details annually, or whenever their circumstances change

Maintaining Information / Record Keeping

The Nominated Supervisor is responsible for keeping all service records required under the Education and Care National Regulation 2011. Information will be updated regularly.

When no longer required, confidential records will be destroyed in a secure way when applicable; for example, shredding, department secure disposal bin, or permanently deleting electronic records. However, this needs to be conducted in-line with the Department of Education guidelines and laws. Records are kept for periods of times required by Education and Care Services National Regulations 2011: 183 also refer to Record Keeping and Retention Policy (refer to records policy);

Breaches of Personal Information

If a parent, employee or volunteer has a complaint or concern about our Service, or they believe there has been a data breach of the Australian Privacy Principles, they are requested to contact the Approved Provider. The Approved Provider or Nominated Supervisor will then take reasonable steps to investigate the complaint. If they find there has been a breach of date the Approved Provider need to implement the Service's Data Breach Response Plan and notify individuals and the Australian Information Commissioner if personal information is lost (hard copies or electronic), accessed or intentionally / unintentionally disclosed without authorisation, and this is likely to cause one or more people's serious harm.

Data Breach Response Plan

Employees must notify the Approved Provider or Nominated Supervisor about a breach or suspected breach or personal data as soon as they suspect the breach or become aware a breach has occurred. The Approved Provider or Nominated Supervisor will:

- Notify the schools Junior School Principal, the Education Standards Board and ACEQA within 24 hours.
- Following this the school and /or department will investigate and follow discipline action if applicable.

The Approved Provider or Nominated Supervisor will decide whether serious harm of a physical, psychological, emotional, financial or reputational nature is likely once fully informed about the type and extend of the breach. They will consider the type and sensitivity of the information, the type of security protecting the information if any and how likely it is the information will be used to cause harm to individuals.

The Approved Provider or Nominated Supervisor will also consider how long the personal information has been accessible because serious harm is more likely the longer it has been since the data breach. Where a data breach occurs, there may not always be a risk of serious harm. This may be the situation, for example, if a trustworthy person or organisation who has received personal information in error confirms they have not copied, and have permanently deleted the information.

Where they are satisfied there is no risk of serious harm, the Approved Provider or Nominated Supervisor are not required to notify individuals or the Commissioner about the breach. They may choose to advise the individuals concerned about the breach and the action taken. The Approved Provider will however appropriate keep records about the breach.

Access to Personal Information

- Individuals may request access to their (or their child's) personal information and may request the correction of any errors.
- Parents / caregivers & staff members are responsible for maintaining up-to-date records, either in paper form or through the Kidsxap app.
- Personal information will be provided as soon as possible once requested.
- There may be rare occasions when we are unable to provide access because we believe;
 - Giving access would be unlawful, the information relates to unlawful activity or serious misconduct
 - There is a serious threat to life, health or safety
 - Giving access would unreasonable affect the privacy of others
 - The information relates to legal proceedings (eg unfair dismissal claim) between the service and the individual

Links to National Quality Standard:

- 7.3.1 Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
- 7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

Relevant Laws & Regulations:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011: 181

Key Resources:

- Information Privacy Principles: www.privacy.gov.au/publications/ipps.html
- Department of the Officer of the Privacy Commissioner: www.privacy.gov.au
- Early Childhood Australia: www.earlychildhoodaustralia.org.au

- Australian Childcare Alliance. (2019) Changes to Australia’s privacy law: What ECEC services need to know <https://childcarealliance.org.au/blog/115-changes-to-australia-s-privacy-law-what-ecec-sevices-need-to-know>
- Early Childhood Australia Code of Ethics. (2016)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations (2017)
- Guide to the National Quality Standard (2020)
- UN General Assembly (1989) United Nations Convention of the Rights of a child

HCS OSHC Information:	Confidentiality Policy
Updated:	March 2022
To be Reviewed:	February 2025

Out of School Hours Care and Vacation Care

GRIEVANCE PROCEDURES

Background

The Hallett Cove out of School Hours Care Service fosters positive and harmonious relations between all levels of management. Every committee member has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. We also value the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

Complaints

The nominated supervisor will:

- Apply the process for managing complaints. This process includes:
 - Receiving complaints;
 - Addressing and investigation complaints;
 - Documenting complaints
- Communicate information on the process to families through enrolment and orientation processes and information.
- Provide contact details for putting forward a complaint
- Ensure every complaint is managed and is an opportunity for quality improvement
- Discuss the process for managing complaints with the educator and staff team.

Management committee

- Committee members will be provided with clear written guidelines detailing grievance procedures.
- Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies and procedures.
- All discussions during committee meetings will be treated as confidential.
- If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
 - Ask to have the grievance tabled at the next meeting for open discussion, or
 - Discuss the problem with the chairperson or elected liaison officer.
- If the matter is not resolved the executive will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member(s).

- If the matter is still not resolved it will be taken to the full committee, or, if the matter is urgent, a special meeting may be called to resolve the issue (in accordance with the association's or school council's rules/constitution). The committee meeting will determine a course of action, agreed to by the majority. This will resolve the matter. If this is not possible, the committee members still in dispute will be asked to step down.

Parents and Children

- Families can make a formal complaint about aspects of our service and no person will be disadvantaged in anyway as a result of that complaint.
- Information will be provided in the family handbook about the complaints and feedback procedure on enrolment
- A poster explaining this process will be on display on the parent noticeboard.
- Opportunities will be given to families to raise concerns or compliments though the use of the parent feedback book, which allows families to remain un-named.
- Parents and children will be provided with clear written guidelines detailing grievance procedures.
- Parents and children will be provided with information about the service's philosophy, policies and procedures.
- All confidential discussions with parents and children will take place in a quiet area away from others.
- Parents' and children's names remain confidential. Parents and children will have the option of remaining anonymous in providing written information.
- Children are informed that OSHC has adopted the schools bullying policy and where necessary, will access support from the school social worker/junior school principal/class teacher.
- Children can resolve the incident through a staff member who will act as a mediator for the children.
- Complaints will be documented by an educator or staff member. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the nominated supervisor and the principal.
- If the parent or child is not satisfied with the outcome of their grievance or complaint an external professional will be consulted to resolve the dispute.

Parent and staff conflict

- The parent should discuss the problem with the relevant staff member.
- If after discussion with the relevant staff member the parent feels action is necessary, they should take the matter up with the director/coordinator.
- If the parent still feels the problem is not resolved, the director/coordinator may offer to take the matter to the management committee for guidance, or the parent may write directly to the committee to explain the problem.
- The committee/operator will advise the director/coordinator of its decision and the director/coordinator will convey that decision to the parent and staff member concerned, or the committee/operator will write directly to the parent concerned to advise them of the decision.

Parent and management of conflict

- The parent should discuss the problem with the director/coordinator.
- If the parent still feels, after discussion with the director/coordinator, action is necessary, they should ask the director/coordinator to raise the issue at the next management meeting, or with the operator. Alternatively the parent may write directly to the management committee/operator to explain the problem.
- The management committee/operator will advise the director/coordinator of its decision and the director/coordinator will convey that decision to the parent concerned, or the committee/operator will write directly to the parent concerned to advise of the decision. If the parent still feels the problem is not resolved they can request a meeting with the chairperson/operator to discuss the matter further. The chairperson/operator will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The chairperson/operator will write directly to the parent to advise of the final decision. Where services are not managed by a community committee the owner/operator will write directly to the parent to advise their final decision and why it was made.

Staff Complaints / Grievance

- Educators and staff may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of the complaint.
- Complaints should be either taken to the director / oshc advisory committee or the line manager of the director (Junior School Principal)
- You can request confidentiality with your complaint and any educator 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/ grievance. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- The Complaint will be documented. The complaint will then be forwarded to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- 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.
- ACEQUA and the Education Standards Board will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services nation Law within 24 hours of the complaint being made.

Steps in resolving a grievance / complaint

- Get a clear picture of what is each person's issue
- Clarify the issue to be resolved
- Seek possible solutions from all parties

- Negotiate action/s to be undertaken
- Reach an agreement
- Undertake the action
- Review the issue / grievance once it has been resolved

Levels of Complaint Handling

A tiered level of complaints Handling will be organised;

Informal 1

- This will be for simple straight forward complaints, usually verbal
- Parents will be encouraged to approach any of the staff members, to try and resolve these complaints.

Informal 2

- These may be more complex matters which need to be referred to the Principal/Nominated Supervisor

Formal

- When complaints cannot be resolved at the staffing level or are more serious, they may need to be referred to the OSHC Advisory Committee, the School Governing Council where a external group can discuss the matter.

Relevant Laws & Regulations

Code of Ethics

Code of Conduct

Fair Work SA

National Regulations 145-152, 168

Quality Area 7.3.4,

Hallett Cove R-12

Out of School Hours Care and Vacation Care

GOVERNANCE & MANAGEMENT POLICY

POLICY STATEMENT

This policy focuses on the effective leadership and management of Hallett Cove OSHC that contributes to quality environments for children's learning and development. Well documented policies and procedures, well maintained records, shared values, clear direction and reflective practices enable Hallett Cove OSHC to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates the climate for continuous improvement. – *Guide to the National Quality Standard, October 2020, ACECQA*

Hallett Cove OSHC service ensures that all aspects of governance and management are clearly articulated and that this complements the service philosophy and statement purpose. There is an ongoing process of review and evaluation and all relevant information is readily available to stakeholders.

Hallett Cove OSHC ensures that copies of our current policies and procedures required under Regulation 168 are available for inspection at all times and can be accessed on request.

GENERAL

- Clear roles and responsibilities of key personnel have been defined, and tasks are delegated according to where these tasks are to be undertaken by educators/staff.
- Staff meetings (minimum 2 a term), OSHC Advisory Committee (two times per term), and regular meetings with line manager, are the methods used to communicate between the service and management.
- Hallett Cove OSHC is operated by the schools Governing Council. They are the legal entity, and the employers of our educators. There are anywhere between one to two members from the Governing Council that attend OSHC's Advisory Committee meetings, so they can be our voice at Governing Council meetings. Reports from the Advisory Committee meetings are given to the representatives, to take to their meetings for reviewing/approving.

PHILOSOPHY & POLICIES

- The development and review of our policies is an ongoing process.
- Our philosophy underpins all our policies, and is maintained and developed by our service. It is reflective of the values and requirements of the community.
- Our policies and procedures provide clear documentation that defines agreed and consistent ways of doing things to achieve the stated outcomes.
- Both policies and philosophies are ratified by the Approved Provider.
- All policies are dated and provide dates to be reviewed.
- There is a comprehensive index for the service policies.
- The philosophy and policies are readily available and are located in the OSHC Office. Copies can be supplied on request.
- There are electronic versions of all policies, which can be readily reviewed.
- The philosophy statement is included in the Quality Improvement Plan for the service.

FINANCIAL MANAGEMENT

- Hallett Cove OSHC is financially accountable.
- Details of budgeting and fee setting can be found under the Fee Policy.
- Hallett Cove OSHC makes provisions for planned future expenditure, however, this must be formally approved and noted at meetings.
- It is a requirement of employers that there are provisions held for employee entitlements as per the Award. Such money should be available as needed. Employees are advised of their available entitlements with each pay.
- As OSHC is run by the school Governing Council, we adhere to the organisational financial management policies and procedures outlined at www.decd.sa.gov/goldbook and www.decd.sa.gov.au/oshc.

STATEMENT ON FACILITIES AND ENTITLEMENTS

- Regulations 103-115 relate to the physical environment required for an OSHC service. These are considered when site re-arrangements are considered.
- Approved Provider is aware of the requirements and ensures that requirements are met all times.
- Hallett Cove OSHC provides adequate storage space for equipment. Areas for food preparation meet the requirements of the Food Safety Standards and are approved by the relevant local government authority.

PROCEDURES FOR REVIEW AND EVALUATION OF SERVICE

- Ongoing review and evaluation underpins the ongoing development of service. This evaluation involves stakeholders, especially families, children and educators/staff.
- The development of a Quality Improvement Plan will form part of this review process. The development of a plan will require reflection on what works well and what aspects of the service can be further developed.

MAINTENANCE OF RECORDS

- Hallett Cove OSHC keeps adequate records about staff, families and children in order to operate responsibly and legally. The service protects the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
- The Approved Provider assists in determining the process, storage place and time line for storage at OSHC.
- Government departments have differing requirements relating to the length of time a service needs to retain records. Approved Providers will need to ensure that their record retention process meets the requirements.

OCCUPATIONAL HEALTH, SAFETY & WELFARE

- The establishment and maintenance of a safe workplace is a joint responsibility of employers and employees. The Approved Provider of Hallett Cove service will have practises and procedures to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

Regulations	National Quality Standard	Other policies / Service documentation	Other legislation / Guidelines
168	7.1 7.2		
171-173 177	7.1 7.2	Family handbook Employee handbook Complaints Policy	
183-184 185 103-115	3.1	Child Safe Environments Policy	

Links to National Quality Standards

- 7.1 – Governance supports the operation of a quality service.
- 7.2 - Effective leadership builds and promotes a positive organisational culture and professional learning community.

HCS OSHC Information:	Governance & Management Policy
Updated:	October 2022
To be Reviewed:	September 2025

Out of School Hours Care and Vacation Care PAYMENT & COLLECTION OF FEES POLICY

Background

OSHC services are generally operated as not-for-profit businesses. Approved services receive an allocation of Child Care Benefit Places and these must be managed in accordance with Australian Government legislation (refer to the Child Care Services Handbook at www.acecqa.gov.au).

The Approved Provider (Governing Council) of the service has the legal responsibility for ensuring that there are sound practices in place to manage the fees and related income and expenditure of the OSHC service.

OSHC services have limited opportunities to source funds other than fee income. Therefore, the development of a service and its facilities must be addressed by planning and making provision with the operational budget of the service. The financial management of individual OSHC services will differ, based on the requirements and practices of the Approved Provider.

Policy Statement

Hallett Cove OSHC service sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The annual budget is ratified by the Governing Council annually, or as necessary and monitored carefully throughout the year.

The service uses Kidxap software which is a package specifically designed to process bookings, attendances and produce a statement to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

The service will support families by providing relevant information as it becomes available, but families are responsible for liaising with the Family Assistance Office (FAO) as needed. Families are reminded that the service is unable to communicate with the FAO (Families Assistance Office) with regard to details of their Child Care Subsidy (CCS). This is a confidentiality matter for all parties.

How the policy statement will be implemented:

Fees:

- Fee invoices are issued via automatic email Tuesday every week in arrears
- Families can have the choice of paying either weekly or fortnightly
- Fees are payable by EFT or Bank Transfer
- Families that aren't happy with the fees charged or payment of fees can firstly raise the issue with the Director or put it in writing to the Governing Council.

- Proof of payment will be shown on the following weeks invoice
- Families fees and account details will remain confidential and stored appropriately. However, families can request their own account records at any time.

Bookings / Cancellations:

- In accordance with the Australian Government requirements that are set out in the Child Care Services Handbook, each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure that the service is prepared with resources, training and staffing to meet the children's needs.
- The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used. We do however have a cancellation time frame in place for Before School Care (BSC), to avoid fees session must be cancelled prior to 6:15pm the day before. For After School Care (ASC) the session must be cancelled prior to 8:30am on the day to avoid fees. For Vacation Care there is a 7-day time frame in place to cancel sessions.
- Service policies and procedures ensure that for any given session there is a list of children booked for care so that educators can accurately check attendance and efficiently follow up on booked children who do not arrive.
- For permanent bookings, parents need to let the Director know when enrolling your child/ren into the service.
- For casual bookings, parents who require care on a casual basis will need to ring the OSHC number, text, email or seesaw message – booking is not confirmed until parent has received a response from an educator.
- It is essential to ring and check on vacancies before your child comes to OSHC as there are child: educator ratios in place that need to be maintained.

Child Care Subsidy

- The Australian Government provides families with financial assistance to help cover the cost of childcare through the Child Care Subsidy (which replaced the Child Care Benefit and Rebate as of the 2nd July 2018). In order to determine eligibility, the claimant and their partner (if applicable) must complete an activity test through Centrelink. This will determine the total amount of hours spent at work, study and training each week and must be completed by anyone wishing to claim CCS as this will determine how many hours of care they are eligible for per fortnight.
- The Child Care Subsidy can be applied for online using a MyGov account or via the Centrelink smart phone app. The names of the child/ren attending our service will need to be stated in order to receive any CCS, it is strongly advised that this process be completed prior to care commencing. Once the child/ren begin care, we will send the attendance records to Centrelink at the end of each week and your CCS will be automatically calculated and deducted from your fees and reflected through a weekly invoice.
- The CCS will be credited to accounts on a weekly basis and will reduce the cost of fees, leaving only the gap fee to be paid.
- If a child is marked absent for a session and does not attend the service again in the current financial year period, the CCS applied to the absent booking will be reinstated and the family will incur the charge in the new Financial Year.
- The Government will subsidise the maximum number of hours of care that families are eligible for each fortnight per child. In a two parent family, the amount of eligible hours will be based on the

parent doing the least amount of activity. Fees will be full price for any hours above the fortnightly limit, meaning the rebate could change from week to week if the allocated hours for care are utilized in the first week of the fortnightly cycle.

- Centrelink may pay Child Care Subsidy when a family is charged for care that their child does not attend (absence). CCS is paid for up to 42 allowable absent days for each child per financial year, across all approved child care services.
- The government will hold back 5% of CCS that the parent would otherwise be entitled to as an offset for reconciliation when the parent submits their tax return.
- Split families are required to each have their own account if both parents are using the service and each parent therefore needs to apply for their own CCS with Centrelink.

Penalty for Late Collection

- Whenever possible, the parent should ring the service to advise they will be late to collect their child.
- A parent is regarded as being late when they arrive to collect their child any time after 6.15pm.
- A late collection fee of \$10.00 per family will be imposed when parents arrive after 6:15pm and a \$1.00 per minute, per child fee will be incurred additionally. This will be presented on their next bill.
- Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees. Please apply in writing to the Governing Council outlining specific circumstances so associated late fee charges can be reviewed.
- When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent (eg. another family member / friend picking up the child).

Budget

- The service fees must be set to meet the budget for each financial year.
- The OSHC committee treasurer, in conjunction with the Director and other personnel such as Principal and School Finance Officer, will develop the annual budget detailing annual estimated income and expenditure. The final budget will be ratified by the Approved Provider; Governing Council.
- There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase (refer to Regulation 172).

Financial Management

- The Finance Officer is responsible for preparing the reports for the Approved Provider. These reports are provided twice a term at the school council meetings and this should be acknowledged and recorded in the meeting minutes. These reports should detail: income and expenditure and how this compares with the budget forecast; and any relevant comments pertaining to the report.
- The Director is responsible for preparing the wages on a fortnightly basis. Once calculated, this is given to the Finance Officer for payment into staff's bank accounts on the Thursday of the same fortnight. In an emergency if the Finance Officer is away and cannot process the claims staff will be paid via cheque and signed off by the school Principal and bursar.
- The OSHC Director and Finance Officer work together to maintain the OSHC staff records and entitlements in accordance with Award entitlements (eg. Long service leave)

- All OSHC bills come to the Director, who then forwards them onto the Finance Officer to pay on behalf of OSHC.
- A total of \$200 petty cash is given to the Director, which is kept in the cash tin. When petty cash is used, staff need to ensure that receipts are kept, so once the money is spent, all receipts are forwarded to the Finance Officer and another \$200 is reimbursed.
- Where possible, accounts will be opened with retailers to acquire goods and services and petty cash will be used only when accounts cannot be opened.
- The service is audited annually by an endorsed Approved Provider and from this the auditor's recommendations considered.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian Government officers.
- Financial records must comply with:
 - Any agreement with the Australian Government in respect to Child Care Benefit and grants for Outside School Hour Care Services.
 - Other Australian and State Government legislation, such as Income Tax Assessment Act 1936 (Australian Government), Superannuation Guarantee Charge Act 1992 (Australian Government), and relevant industrial Awards and organisational policy.
 - The requirement to keep an assets register, including all items over \$100 owned by the service. It will be maintained by a nominated person.

Debt Management

Service rely on fees to cover all operational cost. It is important that fees are collected regularly so that staff can be paid, and other expenditures met. Effective monitoring of the income and expenditure reports against the service budget is essential.

Ensuring that all families pay their fees promptly is an equitable way to manage the finances of the service. Hallett Cove R-12 OSHC will ensure that:

- Fees must be paid to the Hallett Cove R-12 Out of School Hours Care Service. Permanent and Casual booking fees are due weekly or fortnightly.
- If an account is constantly overdue acceptance of further new bookings for care will be reviewed.
- Fees that are overdue by 14+ days will receive a text outlining their payment options and for payment to be made within 7 days to avoid ongoing bookings and care being cancelled.
- Fees that are overdue by 14+ days will receive a first notice text. If that account is not paid within 7 days of first notice, a final notice will be given.
- If payment of amount outstanding 14+ days has still not been met the account holder will be notified that acceptance of further new bookings for care or ongoing bookings will be cancelled.
- When no contact or payment is made in regard to outstanding fees and above listed procedures have been followed, the service will forward the account on to a Debt Collection Agency.
- Payment plans can be negotiated, failing to adhere to payment plans will result in no future bookings until the fees are paid in full. If you have difficulty paying your fees, please do not hesitate to contact the Director, as help may be able to be offered.
- Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Additional Child Care Subsidy.

Additional Fees

Outlined below are the times when the service will impose additional fees;

- Vacation Care: \$10 per child, per day deposit required to secure booking which is then credited to account during Week 1 of Vacation Care.
- Vacation Care: \$10 late booking fee per child, per week for Vacation Care bookings received during the two-week period before Vacation Care commences.
- OSHC Late Booking Fee: \$10 per family for bookings received after 9am for sessions that afternoon. The same fee applies for walk in bookings in the before school and after school sessions.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulation 2011:177

Links to National Quality Standard:

- 7.3.2 – Administrative systems are established and maintained to ensure the effective operation of the service.
- 7.3.5 – Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

HCS OSHC Information:	Fee Policy
Updated:	August 2021
To be Reviewed:	July 2024

Hallett Cove R-12

Out of School Hours Care and Vacation Care

RECORDS POLICY

AIM / BACKGROUND

Hallett Cove OSHC has a duty to keep adequate records about staff, parents, children and volunteers in order to operate responsibly and legally. The service will protect the interest of the children and their parents and the staff, using procedures to ensure appropriate privacy and confidentiality.

IMPLEMENTATION

Records of Staff

The Approved Provider must ensure a record is kept of staff that includes:

- The name of the person currently designated as the ***educational leader*** at the service. This is a suitably qualified and experienced educator or other person who leads the development and implementation of educational programs in the service.
- For ***nominated supervisors and other staff members***
 - Records in-line with the staff recruitment policy
 - Personal information
 - Evidence of any relevant qualifications
 - If applicable, evidence that the staff member is actively working towards that qualification. If this is the case, the following must be recorded:
 - Proof of enrolment
 - Documentary evidence that the staff member has commenced the course, is making satisfactory progress towards the completion of the course, and maintaining the enrolment requirements.
 - For staff members who are working towards the completion of a Diploma level education and care qualification, proof that they hold an approved Certificate III level education and care qualification determined by ACEQA.
 - Evidence of any approved training (including first aid training) completed by the staff member
 - A record of a Working with Children Check (police clearance) and any identifying number and expiry date or a record of current teacher registration and expiry date.
 - For Nominated Supervisor and Persons in Day to Day Charge, evidence the person has consented to the position and meets the minimum requirements to be placed in the position.
- For **Students and Volunteers:**
 - Personal Information
 - A record for each day on which the student or volunteer participates in the service, the date and hours of participation.

- For the **Responsible Person**:
 - The name of the responsible person at the centre-based service for each time that children are being educated and cared for by the service.
- For **educators working directly with children**:
 - The name of each educator
 - The hours that each educator works directly with children (staff roster and time sheets are sufficient record of this).

Records Relating to Enrolled Children

The following records will be kept in relation to enrolled children;

- Documentation relating to evaluations of the child's wellbeing, development and learning
- An incident, injury, trauma and illness record (*refer to incident, injury, trauma & illness policy*)
- Details of the action taken by the service in relation to any incident, injury, trauma or illness which a child has suffered while being educated and cared for by the service.
- A medication record which includes the following (refer to administration of first aid policy)
- A record of attendance for enrolled children,
- Child enrolment records
- Authorisation to take the child on regular outings.
- Details on any specific healthcare needs of the child including any mediation conditions or allergies including whether the child has been diagnosed as at risk of anaphylaxis, including details of any medical management plan.
- Details of any dietary restrictions for the child
- If a Mandated Notification Report has been submitted to the Child Abuse Report Line, the service are required to give documentation to the school principal outlining (refer to mandatory reporting policy)
- The approved provider must ensure that the documents referred to above in relation to a child enrolled at the service are made available to a parent of the child on request. In line with this, if a parent's access to the kind of information referred to in this documentation is limited by an order of the court, the approved provider must refer to the court order in relation to the release of information concerning the child to that parent.

Other Records to be Kept

- ***A record of the service compliance with the law***, including;
 - Details of any amendments of the service approval made by the regulatory authority including;
 - The reason stated by the regulatory authority for the amendment
 - The date on which the amendment took, or takes effect
 - The date (if any) that the amendment ceases to have effect
 - Details of any suspension of the service
 - Details of any compliance direction or compliance notice issued to the approved provider in respect of the service, including;
 - The reason stated by the Regulatory Authority for issuing the direction or notice
 - The steps specified in the direction or notice
 - The information must not include any information that identifies any person other than the approved provider.

- A record of any person in day to day charge of the education and care service.

Child Care Subsidy Records will include:

- Give physical copies to finance at end of month which include;
 - EFT Daily Statements
 - Bank Transfer summary
 - Gowrie Funding received
 - CCS payments received

Length of Time Records must be Kept

Our service will keep records for the following periods;

- If the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the service, until the child is age 25 years.
- If the record relates to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the service, until the child is aged 25 years.
- If the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death.
- If the case of any other record relating to a child enrolled at the education and care service. Until 3 years after the last date on which the child was educated and cared for by the service.
- If the record relates to the Approved Provider, until the end of 3 years after the last date on which the approved provider operated the education and care service.
- If the record relates to the nominated supervisor or staff member of the service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service.
- In the case of records required for Family Assistance Law / Child Care Subsidy purposes, 7 years
- In the case of records required for the Australian Taxation Office, 5 years from end of financial year
- In the case of any other record, 3 years after the date on which the record was made.
- As the bulk of OSHC records have links with all the agencies listed, it is recommended that all records are retained for 7 years.
- Before the destruction of records once the 7 years has expired, it is vital that we;
 - Fill in the Departments of Educations Destruction Request form with details of the records we are wanting to dispose of, stating;
 - What the record is
 - The date range
 - What category it comes under in the General Disposal Schedule (GDS)
 - The retention period
 - Approval from the line leader
 - Once it has been approved from the department the records must be placed in the secure documentation blue bin located in the school's front office.
 - The other documentation that didn't get approval for destruction, needs to be boxed into an archive box with information on the outside listing what's in the box & to be stored in the school's storage shed.

Storage of Records

Records made by our service will be stored in a safe and secure location for the relevant time periods as set out above and only made accessible to relevant individuals.

This location will be in the OSHC Office for the first seven years & once required to be kept longer will be in the schools storage shed.

Relevant Laws & Regulations

- 74 – Documenting child assessments or evaluations for delivery of education program
- 87 – incident, injury, trauma and illness record
- 92 – medication record
- 145 – staff record
- 146 – Nominated Supervisor records
- 147 – Other staff member’s records
- 148 – Educational leader records
- 149 – Volunteers and student’s records
- 150 – responsible person
- 151 – Records of Educators working directly with children
- 158 – children’s attendance record is to be kept by approved provider
- 160 – Child enrolment records to be kept by approved provider
- 161 – Authorisation to be kept in enrolment record
- 162 – Health information to be kept in enrolment record
- 167 – Record of service’s compliance
- 177 – Prescribed enrolment and other documents to be kept by approved provider
- 181 – Confidentiality of records kept by approved provider
- 183 – Storage of records and other documents
- 184 – Storage of records after service approval transferred

Links to National Quality Standards

7.1.2 – Management systems – Systems are in place to manage risk and enable the effective management and operation of a quality service.

HCS OSHC Information:	Records Policy
Updated:	March 2022
To be Reviewed:	February 2025

Staffing Arrangements

(National Quality Standard 4)

Hallett Cove R-12

Out of School Hours Care and Vacation Care

STAFF RECRUITMENT POLICY

Background

Hallett Cove OSHC believes that our educators are the most valuable asset to the quality of the service and in turn, high quality educators are important to the smooth running of our service. We aim to employ the best possible educators for the position through a fair advertising and selection processes. Staff will be employed on merit, qualifications and experience in children's services as per ACECQA Guidelines.

Policy Statement

This policy is designed to provide clear guidelines and establish processes for the recruitment and retention of educators at Hallett Cove School OSHC.

Hallett Cove OSHC is committed to;

- Providing children with continuity of care; a child-safe environment; warm and caring educators; and educators with appropriate knowledge to provide educational learning programs and developmentally appropriate routines.
- Providing families with confidence that Hallett Cove OSHC Service only appoints suitable educators.
- Providing existing and potential educators with fair selection procedures; fair conditions of employment, people who can work as part of a team; and that there is formal recognition of qualifications and experience.
- Attracting suitably qualified and experienced child-care professionals to Hallett Cove OSHC Service; to appoint the best applicants to the positions available; to oversee an ethical and non-discriminatory selection process; and to ensure continuity of educators to maintain quality education and care for children and families.
- Ensuring that recruitment is fair and equitable, retention initiatives are implemented, and that any occurring resignation of educators can be managed without disruption, and used as an opportunity to drive continuous improvement.

How the Policy Statement will be implemented;

Advertisement of position

To ensure we are making the process fair and reaching a wide audience, any position advertised will be done through various avenues, including;

- OSHC SA Website (and on their Facebook and Instagram page)
- University Advertisement: email sent to local universities with the advertisement

- Word of Mouth: HCS teachers, current OSHC staff and pre-service teachers currently on the school site.
- Seek Advertisements

Pre-interview Checklist

Before conducting an interview, the applicant is required to send through the following documentation;

- Cover Letter
- Resume
- ACECQA required certification; WWCC, RAN-EC, HLTAID004 - if qualified or permanent position
- Relevant Documentation / Certification (eg. Uni transcript)
- DECD Pre-Employment Form

The director is required to send an email to the school's principal asking them to email; Education.HRConfidential@sa.gov.au with the applicants full name and date of birth, for them to be cleared through the department's Human Resources Management (HRM) system before an offer of employment is made.

Interview Procedure

- For a casual position the applicants interview will be conducted by two of the following (Director/s, Assistant Director, Educational Leader)
- For a permanent position the applicants interview will be conducted by the Director, the Junior School Principal & Governing Council Chairperson. If the director isn't available a person from the OSHC Committee can be the third person.
- During this interview the applicant will need to bring documentation to be sighted and copied to complete the Pre-Employment form (birth certificate & either driver's license or current passport),
- The applicant will be asked a series of interview question
- After the interview the selection panel will call at least one of their referees.
- The applicant will receive a phone call within 24hours to inform them off the outcome.

Pre-employment Induction to Service

If the applicant is successful they will be given two trial shifts (one BSC & one ASC or a Vacation Care). They will also need to attend a 30-minute pre-employment induction to our service, prior to their first trial shift. In this induction time we will cover WHS aspects they they'll need to be aware of, these include;

- Policies (emergency & Evacuation; Health & Safety; Mandatory Reporting)
- Medical Management of Children with Asthma & Anaphylaxis
- Introduction to other staff
- The role they will be employed at & what is required at that level
- What we expect to see from them in the trial shift

The applicant will also be asked to fill out a temporary staff record, that request personal details, emergency contact and pay details.

After the trial shifts the applicant will sit down with the director and be given verbal and written feedback on their performance. The applicant will be given notice within 24 hours if they have been successful in their trial shifts.

Successful Applicants

If applicants demonstrated and met expectations in their trial shifts, then they will be offered a position at our service. This will then be followed with;

- A two-hour full induction process, with either the director, assistant or educational leader to undertake the full checklist, staff handbook, code of ethics, grievance procedures.
- The applicant is required to complete a staff record form, tax file declaration, superannuation form.
- The applicant will be given a letter of engagement (or contract), depending if they are employed in a permanent or casual position. This will include their CSE level and requirements that comes with that level, within this will be a one-month probation period. Once signed the original copy is placed into the staff member's folder onsite and a copy is emailed to their personal email address.
- The applicant will then undertake two shadow shifts (where they are not counted in the ratio) and will be paired with an experienced educator to shadow and learn from (one shift before school 6:30-9:00 and one after school 2:45-6:15). They will be given clear instructions at the start of the shift on their role, be given ongoing feedback and support throughout the shift and will have opportunity to ask questions throughout and at the end. Feedback will be documented and given to the educator at the end of each shadowing shift (verbally and in writing via email).
- A four-week performance review meeting will be booked in from their start date of in-ratio shifts. This will be conducted with two OSHC leaders and the new educator.
- If the new staff member is not performing to the level they were employed at, the performance review will be called earlier by the director to address performance (also see Staff Discipline Policy).

Documentation

- All paperwork completed throughout the induction process will be signed by both the director and new staff member and placed in the staff member's folder onsite, as well as a copied emailed to them.
- The FAC and Governing Council will be informed at their next meeting of the new staff member employed, which is to be tabled in the minutes.
- Any feedback given to employee's verbally will be documented and emailed to them in a timely manner.

Relevant Laws & Regulations

- 136 – First Aid Qualifications

- 168 – Education and Care Services must have policies and procedures
- 261 – General qualifications for educators

Links to National Quality Standards

- 4.1.2 – Continuity of Staff
- 4.2.1 – Professional Collaboration
- 4.2.2 – Professional Standards
- 7.1.2 – Management Systems
- 7.1.3 – Roles and Responsibilities

Reference

- National Professional Support Coordinator Alliance 2012, Getting started with policies for the NQF: Policies in Practice template – Recruitment of Educators, Staff, Volunteers
<http://www.pscalliance.org.au>
- Fair Work Australia www.fwa.gov.au
- DECD – Out of School Hours Care – Recruitment of Staff <https://www.education.sa.gov.au/working-us/out-school-hours-care-oshc/employment-and-recruitment/recruitment-and-suitability-oshc-staff>

HCS OSHC Information:	Staff Recruitment Policy
Updated:	August 2021
To be Reviewed:	July 2024

Hallett Cove R-12

Out of School Hours Care and Vacation Care

STAFF PROFESSIONAL CONDUCT POLICY

Background

Ethical conduct guides the behaviour and decisions within the OSHC and is founded in respect for, and the valuing of children, families, educators, staff and the extended OSHC community. Hallett Cove OSHC is committed to protecting the children attending our service and other children with whom the service comes into direct contact with. We also believe the quality of care that we provide to our families and children all stem from the professional attitude and behaviour of the service's educators and management.

Policy Statement

The staff professionalism as outlined in the educators Code of Conduct aims to set a clear guidance of the standards the service requires as a condition of employment that consequently supports the safety, welfare and wellbeing of children at all times. The quality of care for children, strong rapport staff, the confidence of parents and the reputation of the Hallett Cove OSHC service are dependent on the professional attitude and behaviour of the service staff and management. This policy aims to provide clear guidance to educators about the standards the service requires as a condition of employment, to ensure that educators will work to a high standard of professionalism.

As an employee/ volunteer of **Hallett Cove OSHC** you must read, sign and abide by this Code of Conduct, which requires you to;

- Commit to conduct yourself in a manner consistent with your position and as a positive role model to children.
- Read, understand and comply with organisational policy and guidelines around the safety of children as outlined in the Child Protection Framework.
- Follow relevant local, state and national laws pertaining to working with children, including reportable conduct obligations and mandatory reporting requirements.
- Be respectful of children's rights, background, culture and beliefs as set out in the UN Convention on the Right of the Child and also the Code of Ethics

The core values outlined in the Code of Ethics for the South Australian Public Sector are:

- **Service** – Proudly serve the community and Hallett Cove OSHC
- **Professionalism** – Strive for excellence
- **Trust** – Have confidence in the ability of others
- **Respect** – Value every individual
- **Collaboration and Engagement** – Create solutions together
- **Honesty and Integrity** – Act truthfully, consistently and fairly
- **Courage and Tenacity** – Never give up

- **Sustainability** – Work to get the best results for current and future generations of South Australians

How the Policy Statement will be implemented;

- Educator professional code of conduct, duty of care and expectations will be covered in the staff handbook given to staff before commencing employment and discussed in the initial orientation process for all new employees.
- Educators will regularly be reminded of their duty of care and their responsibility in relation to supervision, health and safety of the children, through staff meetings, group posts and conversations with the educators in-charge.
- Professional behaviour in all areas will be reviewed as part of the ongoing employment of all educators.
- Educators will be made aware of the services philosophy, policies and procedures and are expected to support and follow these. Where staff believe any of the policies and procedures need to be changed, they should first discuss it at a staff meeting. The director will address the proposal at the OSHC Advisory Committee meeting, before being passed on to the Governing Council for approval.
- The director, in conjunction with the Nominated supervisor, will immediately address any breach in the professional expectations outlined. If the concerned involves the director or Nominated supervisor, representatives from the governing council will conduct the discussion. All discussions will be recorded & a copy emailed to the educator, with standards of behaviour and expectations clearly explained. Any further problems will be addressed according to the discipline procedure.

Educators are expected to;

- Know, understand and perform their duties as per their job description, if educators have trouble performing these duties to the required standard, they should ask for help from the director.
- Comply with their legal and industrial award obligations.
- Display a high degree of courtesy and respect towards the service and its staff, the families and children, to each other as staff members and towards the school and local community.
- Value the differences of the people of whom they work and care, understanding that there are differing opinions, values and beliefs. Any conflict between staff should be aired in private, and not in front of children, parents or other staff. Educators should follow the grievance procedures if they are unable to resolve the conflict between themselves.
- Treat all children equally and as individuals regardless of gender, race, family background, culture, religion or beliefs and be sensitive to the rights and feelings of the children.
- Ensure adequate supervision of children as defined by the Education and Care National Law and Regulations
- Safeguard children at all times and not place a child at risk of abuse or condone behaviour of children which is unsafe.
- Treat all children with respect and act in a way that does not show unfair differential treatment, or favour particular children to the exclusion of others.
- Avoid one-on-one situations with children, by ensuring that there is always another staff member or other children with me. If an unavoidable situation arises then communicate with other Educators about the situation.
- Always act in the best interest of children and avoid any unnecessary or potentially harmful physical contact with children, unless necessary for their safety and wellbeing. Physical contact is required

on occasions, however we do not allow children to sit on laps, and will encourage children to carry out task of a personal nature (such as toileting and dressing) for themselves when possible.

- Be careful when participating in or supervising games involving children, that the activity does not have the potential to cause injury or harm. This includes being mindful of the child's age, development and any illness, injury or additional needs that could place them at risk.
- Not physically punishing a child, and ensure that any restraint of a child is only used for protecting the child or another person from physical harm, and conforms to industry and agency standards regarding the use of restraint with children.
- Dress appropriately as outlined in the staff handbook, with particular attention to safety.
- Use of appropriate and professional language.
- Avoid any actions or words intended to threaten, intimidate, shame, humiliate, belittle, embarrass or degrade children.
- Maintain professional and courteous relationships with children and their families which do not exploit or abuse the educators position.
- Ensure that all gifts given to children are from the service and not to give any individual gifts to children.
- Do not use mobiles phone and/or smart watches whilst supervising children, unless previously approved or in an emergency situation.
- Only photograph children that have permission on the service devices only.
- Not expose children to inappropriate imagery, including age-inappropriate websites, for any reason.
- Use social media appropriately and not engage in social networking with any children in the service or children who have attended the service under the age of 18 or their siblings. It is highly recommended that educators do not communicate with any parents via social media. Any friendships prior to employment need to be addressed with the Director at time of employment as this can pose as a conflict of interest.
- Declare all secondary work that involves children who attend the service (e.g. babysitting) and any out of work contact with children and their families met through the workplace.
- Educators are encouraged to use their initiative. The more initiative that is used the more effectively the Hallett Cove OSHC team will function.
- Be aware of, and act on, any specific health issues with children in care, particularly any medical and dietary specifications.
- Give medication to children in accordance with the service's medication policy and as detailed by the Education and Care National Laws and Regulations.
- Not attend work whilst under the influence of alcohol or illegal drugs. This includes having either substance in your system.
- Refrain from smoking whilst on duty and if needing to do so ensure it is not on site or within line of sight of children and on scheduled breaks.
- Be present as required by their contract and roster unless absent with a legitimate reason and notice.
- Understand the importance of following the service's Confidentiality policy, as information about children and their families must not be discussed or shared indiscreetly.
- Contact details of families or other educators must not be given out without prior permission.
- Attend Staff meetings and any training and development when offered.

- Read and follow the policies and procedures of Hallett Cove OSHC.
- Report any concerning staff conduct towards children or any suspected risk of harm to a child to the Nominated Supervisor or responsible person.
- Must not make physical contact with a child unless they are performing first aid, there is immediate risk to a child or others or they are offering an encouraging hand shake, fist bump or gentle pat on the upper arm.
- Ensure that any breaches of this code of conduct will be reported to the Nominated Supervisor or responsible person in charge. As a mandatory reporter, all concerns regarding suspected child abuse and exploitation must be reported to the Nominated Supervisor as soon as possible.
- Report to the Approved Provider as soon as possible if I have any concerns about the Nominated Supervisor.
- Help each other and work as a team to maintain high quality care and high standards of professionalism.
- Take care of and respect the property and funds allocated by the service and ensure all items are treated with care and respect.
- Ensure all documentation provided by the service is to remain the property of Hallett Cove OSHC & is not to be shared with other people/organisations without authorisation.
- Ensure behaviour leads to high standards of integrity and conduct so that the reputation of the service is not harmed in any way.
- Ensure the information about families and information about the affairs (financial or otherwise) of the service must be kept confidential at all times during their employment, and continuing to such a time when they may no longer be employed by Hallett Cove OSHC.
- Not slander the service, its employees or families.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168

Links to National Quality Standards

- 4.2.1 – Professional Collaboration
- 4.2.2 – Professional Standards
- 7.1.2 – Management Systems
- 7.1.3 – Roles and Responsibilities

Reference

- Early Childhood Australia Code of Ethics (2010)
- United Nations Convention on the Rights of the Children (1989)
- Early Childhood Australia: www.earlychildhoodaustralia.org.au

I _____ have read and understood the above Professional Conduct Policy.

Signed: _____

Date: _____

Hallett Cove R-12

Out of School Hours Care and Vacation Care

STAFF DISCIPLINE POLICY

Policy Statement

The Hallett Cove Out of School Hours Care (OSHC) service aims to achieve high standards of conduct and professional behaviour. We encourage and support staff to maintain these standards by fostering self-discipline and commitment to high quality care and good working relationships. Staff discipline refers to the personal behaviours and conduct of staff.

How the Policy Statement will be implemented;

- It is important that all educators are made fully aware of their expectations as an employee in the service and that clear guidelines are given regarding educator duties, code of conduct and professionalism. This will be explained through the orientation process for all new employees.
- The director will ensure that all educators are given clear job descriptions and orientation into the position with an opportunity to clarify any issues.
- Educators are responsible for addressing any concerns and clarifying any issues in the job description or expectations they are unsure of.
- Where it appears that staff are unsure about the conduct expected of them, the coordinator should clarify this either personally or at a staff meeting.
- Educators are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Educators will be given clear notification should their standard of work or conduct fall below what is expected as outlined in their job description.
- Educators have the right to appeal any allegation and the right to speak on their behalf.
- Where a breach is reported or observed the disciplinary procedures should be used according to the following principles:

Step 1: First Written Warning

- Director/Nominated Supervisor notified of a breach in Educator professional conduct.
- Director/Nominated Supervisor to arrange meeting as soon as possible to address breach with educator in person, conversation to be documented, post incident reflection to be recorded as a first warning and emailed to Educator post conversation for record.
- Director and Educator to discuss supports needed to ensure that the Educator is able to meet the required expectations and professional conduct and take steps to implement these.
- Indicate how the improvements will be measured and when a review will take place (1-4 weeks depending on the circumstances).

There may not be the need to go through all the steps when the issue is resolved however Educators should be aware of the whole process.

- In general, minor breaches of conduct should be handled informally by the team leader or the coordinator, before formal procedures are used.
- The incident should be investigated to establish if a breach actually did occur.
- If so, the expectations of the Service should be clarified to make sure that the staff member understands her/his responsibilities.
- The Educator should be given guidance and the chance to improve.
- Where her/his behaviour improves to the required level no further action should be taken.

Step 2: Second Written Warning

- Should there be no noticed improvements in professional conduct there will be another meeting and address continued concerns and a further post incident reflection to be recorded as a second warning and emailed to Educator.
- A formal documented interview with the Director and Nominated Supervisor will take place. The staff member is expected to attend and has the right to reply and discuss any complaints against them and to have a representative.
- The Educator will be given at least 48 hours notice of the meeting.
- Minutes will be taken at the meeting and a copy emailed to the Educator, as well as a second copy kept in their educator file. The Educator may attach a written reply to the minutes.
- The aim of the meeting is to negotiate how the situation may be improved.
- The Educator will be given specific indication of where their performance standards are not being met, indication of where changes are required and ways of achieving these, and told the method and date of review of their performance.
- The Educator will be granted another probationary period.
- The Educator will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue, then there is no need to go any further.

Step 3: Final Written Warning

- If the problem still persists, another meeting with the Director, Nominated Supervisor, Governing Council Representative will be called and the Educator given noticed to attend.
- The matter should be discussed as per the first meeting and further action considered.
- At this stage the Educator will be given a “final written warning”
- Again the Educators have the right of reply and can discuss the situation. They also have the right to a support person at the meeting.

If this resolves the issue, then there is no need to go any further.

Step 4: Termination of Employment

- If the Educator still continues to not meet the Educator Professional Conduct after the 3 warnings, another special meeting with the Director, Nominated Supervisor and Governing Council Representative will be called and a decision made as to the employment of the Educator.
- If Management believe that the Educator's performance is unlikely to improve then the Educator will be dismissed.
- A written notice will be given indicating date of dismissal (2 weeks from notice) and reasons for dismissal.
- The Educator will be paid out in lieu of such notice and any entitlements they are entitled too.
- If Educator has received feedback and is not meeting the job requirements outlined, employment can be terminated during the probationary period (please refer to staff recruitment policy).

Procedure for dealing with serious unacceptable behaviour

- Where an Educator in the workplace:
 - Intentionally endangers life
 - Is found stealing
 - Reports to work under the influence of drugs or alcohol
 - Inflicts or threatens physical or sexual abuse or harassment
- Management will suspend the employee with pay pending an investigation.
- The investigation is to be completed promptly and a meeting date determined.
- The meeting is to be attended by the Director, a nominated representative of the management committee, the person reporting the unacceptable behaviour & the Nominated Supervisor. The employee is to be advised formally of the findings of the investigation and the actions being taken.
- When immediate termination is required, a dismissal notice is prepared for the meeting.
- All the relevant records will be recorded on the employees file.
- If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.
- Management will notify SA Police of any illegal actions.

Relevant Laws & Regulations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011:168

Links to National Quality Standards

- 4.2.1 – Professional Collaboration
- 4.2.2 – Professional Standards

- 7.1.2 – Management Systems
- 7.1.3 – Roles and Responsibilities

Reference

- Educators Handbook
- Fair Work Act 2009
- Privacy Act 1988

HCS OSHC Information:	Staff Discipline Policy
Updated:	October 2021
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