

VICTORIA PLANTATION STATE
SCHOOL P&C ASSOCIATION



Family Handbook



Vic Kids Outside School Hours Care
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Table of Contents

| | | |
|---|--|--|
| 1. About Our Service: | | 2.15 Students, Visitors and Volunteers |
| 1.1 Service Philosophy | | 2.16 Excursions |
| 1.2 Service Goals | | 2.17 Transport |
| 1.3 Approved Provider | | 2.18 Clothing |
| 1.4 Policy and Procedures | | 2.19 Babysitting |
| 1.5 Enrolment and Orientation | | 2.20 Programming |
| 1.6 How we communicate with families | | 2.21 Personal Effects |
| 1.7 Respect for Children | 3. Payment for Care: | |
| 1.8 Child Protection | 3.1 Payment of fees and outstanding fees | |
| 1.9 Use of Photos | 3.2 Childcare Benefit | |
| 1.10 Priority of Access and Non Discriminatory Access | 3.3 Bookings | |
| 1.11 Confidentiality | 3.4 Attendance | |
| 1.12 Parent Code of Conduct | 3.5 Allowable Absences | |
| 1.13 Educators, staff members and volunteers | 3.6 Approved Absences | |
| 1.14 Concerns, Complaints and Suggestions | | |
| 1.15 School and service map | | |
| 2. Caring for your child: | | |
| 2.1 Arrivals and departures | | |
| 2.2 Late Collection | | |
| 2.3 Children leaving without permission | | |
| 2.4 Child code of conduct | | |
| 2.5 Custody | | |
| 2.6 Safety | | |
| 2.7 Health and Hygiene | | |
| 2.8 Illness and injury | | |
| 2.9 Medication | | |
| 2.10 Daily Routines | | |
| 2.11 Homework | | |
| 2.12 Morning and afternoon tea | | |
| 2.13 Behaviour Management | | |
| 2.14 Damage to equipment of facilities | | |

3.2 Child Care Subsidy

The new Child Care Subsidy (CCS) was introduced in July 2018 as a payment made to eligible families to assist with the cost of work or study related childcare. The CCS payments will be made directly to the ECEC service and the family will pay any difference between the actual fee charged and the subsidy that is paid on their behalf.

It is the families responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCS. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process. On a weekly basis, our service submits online attendance records for each child. Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the service.

3.3 Bookings

At Vic Kids OSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit and Approved Places, there may be some days we will have to refuse care to casual bookings.

3.4 Attendance

Please notify the Director promptly if your child/ren will not be attending on a particular day. Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- 5 hours notice for Before and After School Care
- 5 working days notice for Vacation Care

Section 3

Vic Kids OSHC

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Information sheet that is provided with the Enrolment Pack. The Management Committee will set fees based on the annual budget (see budgeting and planning policy) required for the provision of high quality child care that is in keeping with our Philosophy, goals and service policies and procedures. Parents will be notified of any changes via Parent Noticeboard.

Accounts are issued fortnightly and payment is due **NO LATER THAN THE FOLLOWING FRIDAY**. Payment can be made by cash directly to the Director, or by direct deposit to our bank account. Receipts will be issued at time of payment.

Vacation care fees must be paid no later than one week following the end of the holiday period. If fees remain unpaid, bookings for future holiday programs will not be accepted.

Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency may be appointed to recover outstanding money. Contact the Director to discuss payment of outstanding fees, confidentiality is assured. Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (13 61 50) for your families entitlement.

Section 1

Vic Kids OSHC

About the Service

1.1 Our Philosophy

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, Vic Kids OSHC uses these principles and philosophies to help resolve the issue. The written policies and procedures of Vic Kids OSHC have been developed, and will be monitored and reviewed with these values in mind.

Vic Kids OSHC believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children. Vic Kids OSHC adopts a culture of learning and reflective practice which enables us to support, inform and enrich our decision-making about each child's well being and development. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support their children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery. We believe that through working in partnership with children, families, communities, other services and agencies we can continually strive to find equitable and effective ways to ensure that all children have opportunities to experience a sense of personal worth and achieve outcomes.

Vic Kids OSHC believe that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.2 Our Goals

Vic Kids Outside School Hours Care has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time Our Place' Framework for school aged care. Our goals are to encourage children to:

- **Have a strong sense of identity** - Vic Kids OSHC aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** - Vic Kids OSHC demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** - Vic Kids OSHC aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** - Vic Kids OSHC aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** - Vic Kids OSHC aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

1.3 Approved Provider

Victoria Plantation State School P&C Association is the Approved Provider for Vic Kids Outside School Hours Care.

Parent participation is encouraged throughout all aspects of the service. A parent sub-committee supports the staff and Approved Provider with the day to day running of the service. Members of the sub-committee must be financial members of the Victoria Plantation State School P&C Association. The election of sub-committee executives is held at the AGM in March. Monthly meetings are held on the second Wednesday of each month on site, 5:30pm - 6:30pm. The meetings have an agenda so that they can be kept short, items for discussion can be submitted to the Director or member of the executive of the sub-committee up until 5pm the day before the meeting.

Policies and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your

1.4 Policies and Procedures

participation not only allows you to have your say, it is ensuring that our service is the best it can be. Vic Kids Outside School Hours Care has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept at the sign in area.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual children during their time with us.

1.5 Enrolment and Orientation

Details in this manual are correct at the time of printing. Policies and Procedures are subject to change.

Parents/guardians are required to complete an enrolment form before any child is to attend the service. An informal meeting will take place on enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make their time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of the Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Information will be required from the parent/guardian. Refer ***Enrolment Policy*** for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; director; occupational therapist; teacher) before the child commences. Issues discussed will be:

- Level of support the child requires;
- Duration of support;
- Necessary training of educators and volunteers;
- The safety of all children enrolled;
- Environmental factors;
- Sources of information and resources/support services that will ensure the best possible care of the child

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

2.20 Program Planning

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are planned for each day of Before, After School and Vacation Care. (eg. Cooking; painting; crafts; music; outdoor activities) Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community. The Director will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the newsletter can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted on the wall next to the entrance door.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the service, Vic Kids OSHC regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys, school-wide surveys and parent information evenings. ***Refer Educational Program Planning Policy***

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, video and hand held games. The Director/educators must be made aware that children have these items and they should be clearly named with permanent identification. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator/child ratio

2.17 Clothing

During Before and After School Care, children will usually be dressed in school uniform.

During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Broad brimmed hats will be worn during the relevant times of the day (according to the daily UV rating). Appropriate clothing should be worn on excursions, particularly if children will be exposed to the sun for a short period of time.

Refer Preventative Health and Well Being Policy

2.19 Babysitting

Vic Kids OSHC does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

1.6 How we communicate with families

We have a number of ways we communicate with you as a family. These include a monthly newsletter delivered by hand or emailed to families who have the facilities. Posters and brochures are available throughout the service and at the parent area, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Director if you have any concerns.

We are an Approved Service with the Office for Early Childhood Education and Care.

We have previously been accredited under the OSHCQA process and have transitioned to the new National Quality Standards under which we are yet to be assessed. Information on the National Quality Standards is available at the Parents sign in area and updated regularly. ***See Communication with Families Policy***

The best interests of the child are our paramount concern at Vic Kids Outside School Hours Care and our service

1.7 Respect for Children

endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service. ***See Respect For Children Policy***

1.8 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the service through induction and training procedures. ***See Statement of Commitment to the safety and wellbeing of children and the Protection of Children from Harm Policy***

1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Vic Kids Outside School Hours Care. These photos may be used within the service on walls etc. as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 7 but may on occasion care for high school aged children. Prep children are able to commence care from the first day of the year in which they will attend school. Vic Kids OSHC will follow the priority of access guidelines set down by the Commonwealth Department of Education (see section 6.3 of the current Child Care Service Handbook, a copy of which is located at the service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

Priority 1 - a child at risk of serious abuse or neglect

Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (family assistance) Act 1999

Priority 3 - any other child

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available. ***See Access Policy***

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (privacy and confidentiality) Policy. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see Director about accessing these records.

1.12 Parent Code of Conduct

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

- **There will be no swearing or raised voices**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if the person does not respond to requests to leave the premises**

1.13 Educators, Staff members and Volunteers

All educator qualifications and child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

1 staff for every 15 children at the service

The management of Vic Kids OSHC supports in-service professional development for all employees and believes that it should continue throughout each employee's career. All educators have first aid qualifications and have a wide variety of experience in OSHC, recreational, sporting and childcare settings. Employment and training procedures are used to ensure that Vic Kids OSHC employs suitable people and that they have been made aware of the Service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People. One educator is present at the service at all times. Photos of educators are displayed on the entry door so that you are aware of who is watching your children. **Refer Educator, Staff members and Volunteers Policies and Educator Ratios Policy**

1.14 Concerns, Complaints and suggestions

If you have any concerns, complaints or suggestions, please speak to the Director. If this is not satisfactory, our management committee will handle complaints. Contacts for Management Committee members are located in your Parent Information Pack. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular (P&C; Management meetings) parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide. **Refer Complaints Handling Policy**

2.13 Behaviour Management

The aim of Vic Kids OSHC is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and or conflict. We believe that children require guidance as to what to do, instead of what not to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Director and management committee. A written report will be sent to the parents if unacceptable behaviour threatens the safety or wellbeing of any child or other person in the Service. Vic Kids OSHC rules of Behaviour have been developed in consultation with the children and educators. **Refer Behaviour Support and Management Policy**

2.14 Damage to Equipment or Facilities

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

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

2.10 Daily Routines

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Morning routine can consist of children completing homework, reading, playing board games, outdoor activities and watching appropriate TV. Children are able to leave before school care when the morning bell rings for school at 8:20am.

Children are signed in by an educator immediately after school. A light, nutritious snack will be served around 3:15pm, followed by quiet time for homework (optional). A variety of activities such as cooking, craft, sports and music are offered daily, with opportunities for unstructured play also available to all children.

2.11 Homework

Vic Kids OSHC will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for signing off on work. **Refer Homework Policy**

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Our monthly menu is displayed on the parent table in the foyer. Detailed information about our Food and Nutrition Policy is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Director. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

Section 2

Vic Kids OSHC

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the Director for any person other than those stated on the enrolment form to collect children from the service. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies, faxed letters of authorisation can be sent to the service. If you require your child to attend activities within the school grounds, written authority must be given. Educators will not be available to escort children to these activities due to educator ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the service for care have not arrived within ten minutes of expected arrival, parent/guardian will be contacted on the numbers provided. **Refer Arrivals and Departures of Children Policy.**

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6:00pm during ASC sessions and 5:30pm during Vacation Care sessions. Late pick ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$10 will be charged immediately after 6:00pm, with a further \$10 payable every 15 minutes thereafter. The correct time will be recorded on the sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information Service) If a child is not collected by 6:30pm and emergency contacts cannot be reached, the Director will contact the police for further advice.

Refer Arrivals and Departures of Children Policy

2.3 Children leaving without Permission

If a child leaves Vic Kids OSHC in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. **Refer Arrivals and Departures of Children Policy**

2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within 'their' space and are displayed prominently throughout the service. We are also active participants with the schools You Can Do It program and Charter of Expectations. Information relating to these models can also be found displayed around the service.

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

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

See Court Orders and the Release of Children in Care Policy

2.6 Safety

Evacuation and lockdown plans are situated at the entrance to each area and on the Parent Notice Board. We ask all parents, educators and children to familiarise themselves with the procedures. Fire, evacuation and lockdown drills are practiced regularly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire-fighting equipment is serviced every six months.

Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy.

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the service to prevent others being introduced to the infection. Vic Kids OSHC does not have facilities to care for sick children. Educators and other staff members observe stringent hygiene practices throughout the day and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and or food preparation activities. Hand rubs may be used where soap and water are not accessible. Vic Kids OSHC is a smoke free environment. ***Refer Health and Wellbeing Policies***

2.8 Illness and Injury

The service actively strives to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the service. This is for the safety and well being of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health. The Director will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy

2.9 Medication

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required. All medication must be supplied in its original container with the child's name clearly printed on the front. Separate forms are to be completed for children suffering from Asthma. All medication will be administered by the Director or educator nominated by the Director and will be recorded in a Medication Register which will be signed off by another witness.

Children who become ill at the service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form. ***Refer Health and Wellbeing Policies***