I believe the children are our future. Teach them well and let them lead the way. Show them all the beauty they possess inside. Give them a sense of pride to make it easier. Let the children’s laughter remind us how we used to be.

Whitney Houston

St Joseph’s Outside School Hours Care

Phone: 0417 710 251
Address: 4 Canberra St, North Mackay 4740
Hours of Operation:
BSC: 6:45am-9:00am
ASC: 2:45pm-6:00pm
VAC: 6:45am-6:00pm
Catholic Education – Diocese of Rockhampton

Mission Statement

Inspired by the person and teaching of Jesus Christ, we serve the communities of the Diocese of Rockhampton, by providing:

- life-long faith education
- religious education
- relevant, holistic, quality education to assist all in their search for meaning for life.

Philosophy Statement

We believe our environment offers:

- Engagement of the child in meaningful real-life experiences as well as encouraging them to effectively participate in our rapidly changing and globalised world.
- The children engagement in context that provide for learning about justice, peace and ecological sustainability.
- Opportunities for learners to be actively involved in gathering and processing information about their environment.
- Supportive and respectful contexts where everyone’s ideas and misconceptions are challenged.

We believe children:

- Possess a natural curiosity and wonder about their world and their God.
- Are all able and competent.
- Engage with their world through a diversity of learning styles.
- Are unique.
- Are part of a wider cultural community.
- Bring prior knowledge and past experiences to every learning experience to construct meaning.
- Have the right to access an education that provides them with the necessary knowledge and skills to participate fully in their world.

We believe that in our relationship with families:

- Educators should engage in meaningful partnerships.
- That sharing in open communication with parents and carers, allows us to gain an insight into the child as a learner.
- It is important to strengthen connections with families through regular conferencing and interactions.
- We value the contributions of families as it facilitates in the building of partnerships and community.
As a community of learners, we:
• Establish cultures where we learn from one another.
• Collaboratively make decisions - shared wisdom approach.
• Provide professional support to one another.
• Seek out latest developments and research with regard to early childhood education.

In relationships with community, we believe in:
• A culture of community where all members’ contributions are valued.
• Deeper understanding and relationship building with the extended community.
• Involving community members in decision-making therefore providing multiple perspectives and insight.
• An essential connection with the diocese, parish and school.

Therefore we see our role as educators, to:
• Respect the integrity of every child and family.
• Form positive relationships with children and their families.
• Acknowledge and partake in inclusive practices that are responsive to the diversity of learners.
• Offer a multiplicity of rigorous experiences that challenge and inspire the learner.
• Provide well-informed learning practices that are reviewed regularly to ensure relevance.
• Build positive and meaningful relationships with every child and family.
• Allow time to wonder and build a relationship with God.
• Nurture the innate spirituality of all those who are members of our service community.
• Ensure the wellbeing and holistic development of the child.
• Co-create play spaces where the contributions of children are given priority.
• Encourage learners to express their ideas, ask questions and offer responses.
• Actively respond to those contributions.
• Respect every child’s history, culture and community.
• Provide continuity and routine.
• Provide an extensive range of teaching and learning principles where children are challenged and supported to deepen their understandings.
• Ensure safe and ethical practices are in place.
• Model and engage in reflection with children.
• Commit to ongoing critical analysis of practice and professional development.
Service Staff

Deb Gillham - Coordinator
Michelle Tonga - Assistant
Sarah Lade - Assistant
Maureen Pierpoint - Assistant
Bhupinder Kaur - Assistant
Cherrie Sullivan - Assistant
Talea Turner - Assistant
Ben Wolfenden - Assistant (Vac)
Jenna Pierpoint - Assistant (Vac)
Lynda Waye - Administration
**Statutory Authority - ACECQA**

The Australian Children's Education and Care Quality Authority (ACECQA) can be contacted at:

Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000  
Postal Address: PO Box A292, Sydney, NSW 2000  
Email: enquiries@acecqa.gov.au  
Phone: 1800 181 088

All our services are managed through the associated school with support from our Rockhampton Diocesan Catholic Education Office (DCEO).

**St Joseph’s Catholic Primary School**  
143 West St  
Rockhampton QLD 4700

**Catholic Education- Diocese of Rockhampton**

Postal Address  
PO Box 3077  
Mackay QLD 4740

Phone: (07) 49573355  
Fax: (07) 49574540  
Web: [http://www.sjnmrok.catholic.edu.au/](http://www.sjnmrok.catholic.edu.au/)  
Email: OSHC@rok.catholic.edu.au  

**Regulatory Authority - OECEC**

Office for Early Childhood Education and Care Department of Education and Training can be contacted at:

Website: www.education.qld.gov.au  
E-mail: ecec@deta.qld.gov.au  
PO Box 15033  
City East QLD 4002  
Phone: 1800 637 711  
Fax: (07) 3234 0310
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Welcome to St Joseph’s Outside School Hours Service

The Outside School Hours Care (OSHC) service is managed by Diocesan Catholic Education Office (DCEO) Rockhampton for and on behalf of the Approved Provider – The Roman Catholic Trust Corporation for the Diocese of Rockhampton. The principal of the school, working closely with the OSHC coordinator, Diocesan Coordinator Pre-prep & OSHC and Assistant Director: Schools are responsible for the overall operation and management of the service. Additionally, this service is provided with ongoing support through the Diocesan Catholic Education Office.

The service aims to provide play and leisure-based learning experiences for children in a caring and nurturing after school environment. It is through the dedication of our qualified staff that we can support every child’s spiritual, physical, social, intellectual and emotional abilities.

As an approved service we are committed to the following:

- Advocating for the rights and best interests of the child;
- Viewing children as successful, competent and capable learners;
- Promoting equity, inclusion and diversity;
- Valuing Australia’s Aboriginal and Torres Strait Islander cultures;
- Respecting and supporting the role of parents and families;
- Providing best practice through the provision of qualified educators;
- Communicating regularly with families;
- Providing a program that supports children to build positive relationships with others, develop their emotional well-being, motor development and wonder about their world and God.

(Please refer to our service’s philosophy for a comprehensive statement of beliefs)

Please take the time to read this handbook as the following information has been prepared to assist you and your child’s transition into school-age care.

The service is required to adhere to a number of guiding documents to fulfil its commitment as an ‘Approved Service’. These include: policies and procedures, the National Education and Care Services Law and Regulations (Guidelines and fact sheets are available to assist families with these documents), My Time Our Place, Spirituality in the Early Years and the Quality Improvement Plan. All documents are available to families on request. Please notify the service if you require these or any other documents to be provided in a language other than English.
School Board
We believe that parents’ contribution to the service is vital in the ongoing success of the service’s operation and delivery. The Board plays an important role in providing a parent perspective and offering a voice for families. The Board aims to ensure that effective communication exists between all key stakeholders of the service. Relevant information pertaining to the service may be tabled at the Board meetings through your educators, written correspondence or parent representative.

Members of the School Board
Members may consist of:
- Parents whose children are attending the service;
- The Principal of the school;
- Representative(s) of the parish priest (if he requests same) or Parish Council member;
- Other interested stakeholders in the local community.
- The Board acts to provide advice and support to the service in relation to local issues and the service benefits from the input of parents.
- All parents are welcome and are encouraged to make written submissions to the Board as part of the service’s monthly report. These meetings are usually held quarterly or at the discretion of the Board Members, and are advertised beforehand.

Functions of the Board
- To liaise with the service and other relevant bodies so that mutual understanding of the service exists and opportunities to work together are identified.
- To assist management to identify any particular needs or issues relevant to the service and assist in the development of solutions.

Qualifications
Our service has qualified educators. The individual qualifications of educators are displayed in the service. Additionally, information regarding the person who is in the role of the ‘responsible person’, nominated supervisor and education leader is also displayed for families to view.

The ratio of educators to children is always aligned to legislative requirements.

Families and Community

Enrolment, Orientation & Fees
Families
On return of the enrolment and booking form and payment of the enrolment fee the coordinator will verbally discuss with each family the general operations of the service, highlighting various aspects of the program. This orientation may include but is not limited to: participation of family in the service’s program, sign in/out procedures, fee payment options, location of the parent area, location of relevant documents, introduction of staff, and family code of conduct and parent concern procedures. If required, service information and other relevant community information can be translated. Please speak to the teacher if you should require this for yourself or any member of the enrolled child’s family.

Parent Involvement
Our service has an ‘Open Door Policy’, which means you are most welcome to come and spend time with your child.

As parents you can visit during hours of operation to ensure confidence in the service offered to your child. A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or comments you may have.
Your involvement in the service can vary depending on your availability. Any contributions of time or donations (e.g. containers for collage, dress-ups etc.), will be very much appreciated. Some of the ways you can become involved in your child’s OSHC experience include, story-telling, assisting with preparation of resources, sharing any talents/interests that you may have, participating in working bees, demonstrating a skill that you may have such as cooking, carpentry etc. with the children, offering your professional knowledge with educators and children, partaking as an active Board member etc.

As parents of children enrolled at our service, staff recognises that you are the primary carers of your child. The participation of parents can help ensure that the service is responsive to the needs and wishes of families.

**Parent/Carer Rights**

- To know that your child is in a safe and welcoming environment;
- To visit the service prior to your child commencing, during the child’s attendance and at other times to discuss your child’s progress with educators;
- To expect support in your role as the primary carer of your child;
- To be greeted by staff, volunteers and others associated with the service, in a warm and welcoming manner;
- To view and contribute to the service’s philosophy and goals;
- To view and contribute to the policies and procedures that oversee the operation of the service;
- To be involved in the growth and development of the service and provide feedback;
- To receive regular information from the service, be it by print, electronic media or other means that are deemed appropriate for individual family’s needs (e.g. where English is a second language);
- To collaborate and consult with staff regarding your child in a confidential environment;
- To be provided in the enrolment package, the service’s contact details, opening times, grievance procedures and any relevant governing authority information;
- To participate on the Board (a process of induction prior to this role is required);
- To receive information on workshops, functions and any other information which may be of benefit to your family or impact on care practices;
- To receive updates on current research regarding health and safety practices (e.g. immunisation, sun safety, nutrition, best sleep practices etc.), child development and play, as made available to the service;
- To express concerns according to service policy, and have these addressed in a timely and respectful manner;
- To be informed of contagious diseases that may have been identified at the service;
- To be informed of emergency, lock-down and evacuation procedures;
- To access current information about community services and resources to support parenting and well-being;
- To have access to the records and planning kept in relation to your child;
- To receive the *Dealing with Medical Conditions Procedure* if your child has a medical condition that requires a management plan;
- To view up-to-date information on staff qualifications, the name, contact details and position of the responsible person on duty, nominated supervisor, approved provider and educational leader;
- To view and contribute to service programs;
- To view the current *Approval to Operate as a Service* information;
- To be involved in the ongoing *Quality Improvement Plan* process and view the outcome of this assessment process incl. the service’s rating.
**Parent/Carer Responsibilities/ Code of Conduct**

- To respect the philosophy and goals of the service, Catholic ethos and values of Catholic Education – Diocese of Rockhampton;
- To support the service in its endeavours to provide a quality program for all children;
- To work cooperatively with staff in developing and implementing a Resolution Management Plan [as required];
- To read and be familiar with the service’s philosophy and goals and follow policies and procedures;
- To follow the parent Grievance Procedure and to raise concerns in a timely and respectful manner;
- To sign children in and out on a daily basis and to make sure no unauthorised person is sent to collect a child without first contacting the service;
- To notify the service of your child’s immunisation status;
- To notify the service of any contagious disease that your child may have been in contact;
- To keep your child home if you are aware or ought to reasonably know that your child has, or may have, a contagious condition (Public Health Act s 161);
- To value the individuality and uniqueness of your child and other children attending the service;
- To approach all communication with staff, volunteers and other parents in a respectful manner;
- To approach the service educators if there is a concern involving another child;
- To collect children by the service’s closing time;
- To notify staff of any medical/dietary or personal needs of your child through regularly updating your child’s enrolment form;
- To notify the staff in writing of changes to or cancellations of bookings;
- To make regular payments of fees as per the Fee Payment Procedure and to ensure accounts are settled in full at the end of each term (and if applicable, pay any outstanding fees e.g. a late fee).

*With regard to the above Rights and Responsibilities, all stakeholders are encouraged to sensitively address any concerns with parents/carers, educators, the Director or Diocesan Coordinator Pre-prep & OSHC.*

It is essential that all such processes be undertaken in a respectful and professional manner. Signed and dated hard copies of all letters, meeting notes and records of conversations will be kept on file.

**Parents Concerns and Feedback**

Upon enrolment, parents are given written information encouraging them to develop open communication with staff. It is a parent’s right to contact the service’s management and the relevant government agencies if they have any concerns. All those involved in any grievance procedure are expected to behave in an appropriate manner. In order to ensure confidentiality and to respect the dignity of those involved in the process, discussions relating to a grievance should not be discussed within hearing of children or parents and staff not directly involved.

**Parent Concerns**

Where a concern is raised, an individual employee will write the details down noting the concern, place, person etc. and refer this note with contact details of the person to the relevant educator. The educator/ordinator shall then arrange for an investigation into the complaint and take necessary action to resolve the complaint.
Procedure

- If you, as parent/carer have concerns with a staff member or the service that cannot be resolved with the personnel involved, you are encouraged to raise the matter with the Principal.
- If your concern is not resolved, you can contact the Diocesan Coordinator Pre-prep & OSHC at:

  Address: 143 West St, Rockhampton, QLD 4703
  Postal Address: PO Box 524, Rockhampton, QLD 4703
  Email: OSHC@rok.catholic.edu.au
  Phone: 0749313753

- If you consider that the Diocesan Coordinator Pre-prep & OSHC did not adequately address the concern, you can contact, in writing the Assistant Director Schools, at the above address.
- In the event that you are not satisfied with the outcome, the following authorities may be of assistance:

  **Office for Early Childhood Education and Care Department of Education and Training**
  
  Website: www.education.qld.gov.au
  E-mail: ecec@deta.qld.gov.au
  PO Box 15033
  City East QLD 4002
  Phone: 1800 637 711
  Fax: (07) 3234 0310

  **Australian Children’s Education and Care Quality Authority (ACECQA):**
  
  Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000
  Postal Address: PO Box A292, Sydney, NSW 2000
  Email: enquiries@acecqa.gov.au
  Phone: 1800 181 088
  Media only: 0477 301 274

**Parent Feedback**

The service will provide regular opportunities for parents/carers to contribute to the evaluation of the service. For ongoing quality improvement and to ensure high standards, it is important that families and community are involved in decision-making regarding service provision. These are just some of the areas that feedback and suggestions would support the service:

- The suitability and quality of services offered;
- The planned activities offered to children;
- Interactions between staff and children;
- The facilities and equipment in relation to the operating environment;
- Cultural aspects of the program;
- The development of service specific policies and procedures;
- Any measures that might be taken to improve methods of communication with parents.

Management will take seriously parent responses to feedback review and evaluations and communicate with parents about any changes made as a result of their suggestions.

Parents have a right to raise any grievances or concerns about our services or treatment of them at any time during their involvement with the service. Please see your child’s educators or principal for more information.
**DISCRIMINATION COMPLAINTS**

The service staff will ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a parent or child. Catholic Education will include training on aspects of unlawful discrimination in induction training sessions for new staff.

All staff will treat any complaint by parents concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race or ethnicity, disability, age, religious or political belief.

Where a complaint is raised, a member of staff will record details of the alleged form of discrimination, place, person etc. and refer this note with contact details of the person alleging discrimination to the principal, Assistant to the Director Schools and/or Diocesan Coordinator Pre-prep & OSHC. The relevant person will then arrange for an investigation and take the necessary action to resolve the complaint.

**METHODS OF COMMUNICATION**

Daily information will be shared with families regarding their children. At other negotiated times it may be necessary for educators and families to meet to discuss confidential and sensitive matters. The service values the contributions of families and their knowledge of their child.

The service may use a variety of media every term to keep parents informed of changes happening in relation to legislation or service operations, introducing new staff, updating information on staff professional development as well as any other information relevant to the service.

From time to time, important information will be displayed for families at the service, Catholic Education or parish newsletters. In our designated parent information area you will find a selection of brochures and fact sheets on various topics relating, but not limited to: child development, child protection, health and nutrition, bullying, inclusion, diversity and community resources.

We also encourage parents to look at our collections of pictures and other items of interest created by the children and displayed throughout the service.

**COMMUNITY INVOLVEMENT**

Please see Fact Sheet 7 regarding Community Involvement.

**OUR CHILDREN**

**RESPECT FOR CHILDREN**

School-aged care is a place where the children, staff and parents are treated as individuals and respected for their cultural and gender differences. Our daily programmed experiences focus on the needs and interests of each child and family.

The dignity and rights of the child are respected at all times. The service promotes positive relationships and citizenship and therefore supports children in making responsible choices.

Physical, verbal or emotional punishment including corporal punishment or discipline that humiliates, frightens or threatens a child is totally unacceptable and is not permitted or justified as a means to guide behaviour at our service.

Educators endeavour to:

- Provide an environment that enhances the mental and physical health of the child, stimulates the child’s involvement in experiences and encourages self-esteem and a sense of achievement
- Provide support for children to make responsible choices through a decision-making process
• Provide children with uninterrupted play periods where they can become fully involved in and complete activities
• Ensure that interactions with the children are always consistent, harmonious, fair, warm and sensitive. They will encourage the child to learn about their own rights and develop a respect for the rights of others
• Ensure staff instructions are positive and age appropriate (e.g. “Please walk,” instead of “Don't run!”)
• Provide security by displaying a collaborative routine
• Ensure confidentiality when discussing a child’s individual needs
• Ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images.

**INCLUSION AND DIVERSITY**

Educators endeavour to:

• Provide a variety of experiences that encourage the participation of all children
• Be aware of the children’s environment and individual social needs
• Cater for children from all cultural backgrounds including any social considerations, food provisions and additional communication requirements
• Encourage interaction between gender groups in a positive way with organised activities and games
• Encourage children to support one another with activities and routines
• Provide a wide variety of resources (appropriate to their developmental stage) in sufficient numbers to ensure the child is not expected to wait for long periods of time for a turn
• Cater, where possible for children with disabilities, including additional staffing and special requirements associated with their care
• Liaise closely with families and with permission, associated professionals, to provide appropriate adjustments where necessary to ensure all children have access to experiences

**CHILDREN’S RIGHTS**

• To a caring environment where they are seen as unique as well as part of community;
• To have fun and feel comfortable in expressing their personality;
• To be treated justly and sensitively;
• To be connected with and contribute to their world
• To be seen as capable of succeeding;
• To be treated with care, courtesy and respect;
• To be treated consistently and equitably by educators;
• To play and be challenged in a safe environment;
• To contribute to and be involved in the program and the service’s environment.

**CHILDREN’S RESPONSIBILITIES – WITH THE SUPPORT OF EDUCATORS**

• To interact with others in a courteous, respectful and empathetic manner;
• To show care for their own belongings, those of others and of the service;
• To co-operate with educators and peers to further improve the quality of time-shared together;
• To follow, with the guidance of educators, the legislative requirements whilst at the service e.g. health and safety procedures.

**CHILD’S CONCERNS**

The service respects and supports all children’s right to express their concerns and grievances. Staff will actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the service’s operation during planned and spontaneous activities.
All contributions from children are respected and may be used in program and service evaluation and development.Children’s concerns and feedback will be acknowledged and followed-up respectfully.ANTI-BULLYING/ HARASSMENT
All children have the right to attend the service free from bullying and/or harassment by others. Children who are found to be bullying or harassing others will be dealt with through the development of a Resolution Management Plan [Refer to Parent Information Fact Sheet 8 –Promoting wellbeing & positive relationships]

CHILD PROTECTION AND REPORTING
Child protection is everyone’s business. As adults we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their welfare. Catholic Education in the Diocese of Rockhampton seeks to continue its adherence to legislative requirements and duty of care to children by a commitment to the implementation of child protection strategies and procedures. All families will receive a Child Protection Procedures pack on request. If families and/or educators have any concerns regarding child protection, they are encouraged to contact the Student Protection Officer at the Diocesan Catholic Education Office: 0749313600.

All staff will hold a current Positive Notice Blue Card from the Commission for Children, Young People and Child Guardian and have undergone a criminal history check as appropriate.

MOBILE PHONES
It is recognised that some children have mobile phones. Children are asked not to use mobile phones whilst at OSHC.

- All mobile phones are to be handed in to the staff upon arrival at the service for storage in a secure location and will be returned to the child when they are signed out.
- All mobile phones must be clearly labelled with the child’s name to ensure the correct phone is returned when the child is signed out.
- If a child needs to use a phone during the course of their attendance at the service, they must ask the staff for the use of the service’s landline and make the necessary call.
- If parents need to contact children during the course of the session it is necessary that they do so via the service’s contact details.

The restriction on the use of mobiles is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons.
- Assist with child protection risk management.
- Minimise the risk of theft of mobile phones.
- Ensure the privacy of other children and staff is not breached through the use of mobile phone internet, cameras, videos and other SMS devices.

HOMEWORK
Whilst it is the policy of services that homework is a parent/child responsibility, we will endeavour to create a time and place whereby homework may be done. Staff may assist with homework from time to time depending on numbers and ratios requirements. It is our responsibility to provide:

- Quiet time;
- A well-lit area for homework to be undertaken;
- Supervision;
- Equipment e.g. pencils and paper.
Each day we observe quiet time by participating in indoor activities or doing homework in an allocated area.

**Toys**

Children and families are strongly requested not to bring toys to the service. The staff take no responsibility for loss or damage to personal items.

If children are required to bring items from home for show & share purposes, we will endeavour to provide a place for safe storage.

**Legislative Requirements**


The Office for Early Childhood Education and Care Department of Education and Training has been appointed as Queensland’s regulatory authority to work closely with services to ensure the best outcome for families and children.

**Enrolment**

The service is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation. Children may enrol at the service at when a place becomes available at any time during the year.

The service adheres strictly to the Enrolment Procedures priority of access guidelines. Parents are encouraged to request a copy of this procedure if they seek further information regarding enrolment procedures.

**Sign In/Out**

- A child may only leave the education and care service premises under the following circumstances:
  - a parent or authorised nominee (as identified on the child’s enrolment form) collects the child
  - a parent or authorised nominee provides written authorisation for the child to leave the premises
  - a parent or authorised nominee provides written authorisation for the child to attend an excursion
  - the child requires medical, hospital or ambulance treatment, or there is another emergency.

- All children will be signed in and out by a parent or an authorised person (as identified on the child’s enrolment).
- In addition, the authorised person (staff member or parent) signing a child in or out on the attendance sheet must:
  - Note the time;
  - Print their name;
  - Sign the entry.

- Responsibility for the child by service personnel begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by a parent or an authorised person.

**Absences**

Parents and staff should record the arrival and departure times of a child attending care. This ensures transparency of the record of operational hours the service reports as part of the CCMS guidelines. Fees are calculated on a weekly basis. All days booked must be paid for regardless of whether your child is in attendance.
PRIORITY OF ACCESS GUIDELINES

The Australian Government has determined Priority of Access Guidelines for allocating places in care services. These guidelines set out the following three levels of priority:

Priority 1 - a child at risk of serious abuse or neglect;
Priority 2 - a child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act;
Priority 3 - any other child.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this procedure
- are given at least 14 days’ notice of the need for your child to vacate.

(‘The Australian Government has ‘Priority of Access Guidelines’)

Parents may request a copy of the service’s Enrolment Procedure.

The intent of establishing school-age care facilities was to support the school families in caring for their children outside school time. Therefore, families of the associated school will be given priority of access to care, then neighbouring Catholic schools.

FIRST AID FACILITIES AND QUALIFICATIONS

First aid qualified staff and first aid equipment will be available to children, staff and visitors in the event of an illness or accident.

At least one staff member qualified in first aid and CPR is on duty at all times while children are in attendance. The service also has a qualified asthma and anaphylaxis trained person on site.

A maintained first aid kit is kept at the service in a place that is clearly signed and out of reach of children but easily accessible to the staff.

If medical assistance is required, parents will be contacted immediately. In the event that a medical emergency occurs which requires transportation of a child to a medical facility, every effort would be made to accompany the child. If a child is injured, staff will complete an incident report form as soon as practical and parents are required to sign this form.

HEALTH & SAFETY

The service’s Health and Safety Procedures will be adhered to by every employee, volunteer, client and visitor entering onto or into the premises. The nominated supervisor (Principal or delegated person in charge) will ensure the service is a safe and healthy environment. This is in accordance with the Work Health and Safety Act & Regulations 2011.

In order to support this procedure the nominated supervisor (Principal or delegated person in charge) will ensure that the service:

- Complies with all relevant Work Health and Safety Legislation and Australian Standards.
- Promotes health and safety awareness for all people coming to the location.
- Develops safe work practices and safety guidelines at each location.
- Encourages awareness of the need for health and safety at each location.

Employees, volunteers, contractors and visitors (parents/carers and others) to the site will be expected to:

- Be accountable for his/her own actions and to willingly cooperate in making the service a healthy and safe environment.
- Be accountable for the health and safety of children.
- Observe and practice personal safety while at the service.
- Report any unsafe situations or faulty equipment to the responsible person in charge of the service.
- Report any serious injury, dangerous occurrence or near miss responsible person in charge of the service as soon as practicable.
• Avoid actions that have the potential to place at risk their health and safety or others.

• **HANDWASHING**

Hand washing is one of the most important aspects of “infection control” in all activities of life. Each person at the service including volunteers can easily contribute to satisfactory infection control procedures being maintained. Listed are recommendations from *Staying Healthy in Childcare* (2005) regarding suitable times to wash hands for staff, parents/ volunteers and children:

**WHEN TO WASH YOUR OWN HANDS**

- When you arrive at the service - this reduces the introduction of germs (Parents are welcome to use service facilities on arrival);
- Before handling food;
- Before eating;
- After removing gloves;
- After going to the toilet;
- After cleaning up blood, faeces or vomit;
- After wiping a nose, either a child’s or your own;
- Before giving medication;
- After handling garbage;
- After coming in from outside play;
- Before going home - this prevents taking germs home (Parents are welcome to use service facilities on departure).

**WHEN TO WASH THE CHILDREN’S HANDS**

- When they arrive at the service - this reduces the introduction of germs (Parents are welcome to use service facilities on arrival),
- Before and after eating and handling food;
- After going to the toilet;
- After coming in from outside play;
- After touching nose secretions;
- After coming in contact with blood, faeces or vomit;
- Before going home - this prevents taking germs home (Parents are welcome to use service facilities on departure).

**NUTRITION**

The service provides a variety of food and drinks that are nutritious and enjoyed by the children (see [http://www.nutritionaustralia.org/](http://www.nutritionaustralia.org/) for further details on healthy eating). Fresh water is available at the service at all times and snacks are always available to children on request.

The service will encourage positive learning experiences during meal/snack times where appropriate food habits are developed in an appealing, social environment. The service will offer opportunities throughout the year for children to experience food from different cultures. Food provided by Parents will not be reheated/cooked by the service due to health & safety guidelines.

Menus will be displayed daily for parents to view. We always welcome suggestions such as recipes and healthy snack ideas from families.

Please see our Nutrition Procedure for further information.

**SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS**

The service is supportive of special dietary requirements of children. Parents are encouraged to discuss their child’s needs, including but not limited to, any food allergies, cultural or religious beliefs and how the service can support parents to meet their child’s dietary requirements.

A regularly updated list of children who have special dietary requirements will be placed in the kitchen/food preparation area for staff reference.

Parents will note details of restrictions and/or “special” diets on the enrolment form.
Other parents are not to send food that may endanger those with special dietary needs. Please see staff for details.

Due to the serious allergic reaction that some products pose to some children who may attend service, we strongly recommend that children are not to consume while in care, products known to contain allergens.

**Medication**

Medication will only be administered if it is accompanied by an Authorisation to Administer Medication Form signed by the parent and is:

- Accompanied by a letter from a medical practitioner/pharmacist stating the time it is to be administered and, for medications such as rectal valium & epinephrine [Epi-pen™], authorising appropriately trained staff to administer.

OR

- In its original package with a pharmacist’s label that clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date.

In addition:

- All medication will be kept by the staff and stored in a safe place.
- All medication will be administered and witnessed by an appropriately qualified member of staff.
- All unused medication will be returned to the parent on collection of the child.
- Should your child require ongoing medication e.g. asthma relief etc. please provide the service with a copy of a care plan.

**Illness and Infectious Diseases**

Children, who develop symptoms of an infectious illness or condition, will be isolated from contact with other children as soon as the symptoms are detected. The parent will be contacted for immediate collection. The child will be monitored by staff. Any child with the symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a Doctor (in accordance with the National Health & Medical Research Council’s Recommended Minimum Exclusion Periods) is sighted.

Such symptoms may include the following:

- Elevated temperature, flushed colouring, unusual pallor
- Coloured nasal discharge or repeated, severe coughing
- Stomach ache, vomiting or diarrhoea
- Red or discharging eyes or ears
- Undiagnosed skin rashes, sores or swellings
- Unusual activity levels, irritability, restlessness or fussy listless behaviour.

At all times the confidentiality of medical information about a child will be observed and only available to those personnel who are directly responsible for the welfare of the children at the service.

Following medical advice, it is expected that parents would consult with educators if their child has HIV infection or Hepatitis B, C, D, E.

- When placing a child in care, who is HIV antibody positive or Hepatitis infected, a primary goal is the avoidance of any practice which violates the dignity of the child and the provision of a satisfactory standard of care to the child.
- The service will not disclose information about the HIV or Hepatitis B, C, D, E infectious status of any person without that person’s consent or the consent of the child’s parents.

Our service will follow the following steps when caring for a child who becomes ill whilst attending OSHC:

- The staff member will make note of the symptoms and complaints of the child.
- The child will be directed to a quiet area of the room to rest and be given water to drink.
- The staff member will check the medical register and ensure that the child has no known medical conditions which could be causing or contributing to these symptoms.
The staff member will comfort the child and monitor further symptoms or elevation of present symptoms.

The parent will be contacted if the symptoms in the infectious diseases section above occur, or if the child’s symptoms appear to be worsening.

If the staff notices symptoms of an infectious condition, the child will be isolated and the parent/carer will be contacted to immediately collect the child.

**MEDICAL PLANS**

If a child enrolled at the service has a specific health care need, allergy or other relevant medical condition, parents will be provided with a copy of the *Dealing with Medical Conditions Procedure*. Medical plans must be signed by the child’s medical practitioner (plans are reviewed annually).

Where a child has been diagnosed as at risk of a medical condition, a notice stating the condition and the management of this condition must be displayed at the service for educators to follow (National Law: Section 173; National Regulations: 90–91). The child’s personal details will remain confidential.

**SUN SAFETY**

All who work and play at the service are encouraged to be sun safe. We have in place certain measures to ensure that the children are protected from over exposure to the sun.

*Staff and parents must ensure that children:*

- Avoid playing in direct sunlight between 10.00am – 3.00pm.
- Wear a hat with a wide brim (provided by parents).
- Apply high protection (30+) sunscreen to skin when exposure to UV is high – instructions on the sunscreen will be followed (the service provides sunscreen although parents may also choose to supply sunscreen for their child).
- Wear a shirt which covers the shoulders and upper back (i.e. collared shirts preferred).

*Staff and children are recommended and encouraged to:*

- Wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory for children).

**TOBACCO, ILLEGAL DRUG AND ALCOHOL-FREE ENVIRONMENT**

Consuming drugs and alcohol is not permitted on the service’s premises including entrances and car parks during operational hours.

The service respects the need to provide a healthy and safe workplace and to ensure that children, non-smoking staff and our families enjoy fresh air. In accordance with legislation (National Law: Section 167; National Regulations: 82–83), this service is a tobacco, illicit drug and alcohol-free environment and no person may use these substances on these premises. Smoking must, under no circumstance take place in the presence of children whilst at the service.

**EMERGENCY, EVACUATION & LOCK-DOWN PROCEDURES**

To ensure the health and safety of all those who attend our service, there is regular training in the implementation of safety procedures.

These safety procedures include:

- Emergency procedures;
- General and Fire Evacuation;
- Lock-down.
PROGRAMMING

OSH C is committed to providing a quality early years program where every child’s physical, emotional, spiritual and social needs are met in a safe, caring and supportive environment.

Our service delivers an approved National program (My Time Our Place – Framework for School Age Children). The framework aims to maximise learning outcomes for children who participate in school-age programs across Australia and provides specific advice to educators about the development of programs and monitoring of children’s progress. A copy of the framework can be found at http://www.mytimeourplace.com.au/.

Children at our service have access to a wide variety of stimulating, developmentally appropriate activities, including indoor and outdoor opportunities. Educators aim to collaborate with children and their families to provide meaningful play and leisure experiences that support their wellbeing, active citizenship and development. Children have choice and control over their learning as they are supported by educators.

The service welcomes family contributions to aspects of the programming including evaluation, through their suggestions, donations of resources, equipment, and participation in activities. The program intentionally reflects the importance of play in childhood, cultural diversity of the community, diversity of abilities and individual uniqueness, whilst incorporating the views of parents and the children.

A daily program will be displayed in each room in the service for families to offer their contributions. The programs will be evaluated regularly and will include feedback, suggestions and input from parents, children, staff and the community. Programs are designed to meet the changing needs of the children and are flexible.

Children with special needs will be encouraged to participate in all activities. Activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

QUALITY IMPROVEMENT PLANS

The aim the service is to work through a process of ongoing review and improvement to achieve high quality standards in specific areas. Current ratings for each Quality Area in the National Quality Standard and the overall rating of the service will be displayed for families to view. This process will include:

- The regular review and update of written policies, including handbooks;
- Correct implementation of policies;
- Regular reviews of implementation;
- The inclusion of staff, families and children in the review process;
- Ensuring stakeholders are aware of the service and OSHC philosophy.
Insurance

Catholic Education - Diocese of Rockhampton will maintain appropriate and current insurance policies. These will include but may not be limited to:
- General insurance for building, property and equipment
- Public liability insurance (minimum $10 000 000)
- Workcover and volunteers insurance (if applicable)
- Fidelity guarantee insurance;

Insurance will be held through Catholic Church Insurances (CCI) and Workcover Queensland.

Confidentiality & Storage of Records

Service staff will uphold privacy and confidentiality of information regarding children and families. The service maintains adequate records about the children, parents and staff in order to ensure the safety and well-being of the children and ensure the legal protection of staff. The service protects individual’s privacy rights by ensuring that information (hard copies and/or electronic forms) collected about the children, parent, staff and service is stored in a secure and accessible place.

Records are not communicated (either directly or indirectly) with anyone other than:

- educators (including relevant staff members and/or the Diocesan Coordinator Pre-prep & OSHC) who require the information for the education and care of a child
- medical personnel who require the information for medical treatment of a child
- the parent or carer of a child that the record relates, or
- the Regulatory Authority or an authorised officer.

Records may also be communicated if authorised or required under any Act or Law, or if the person who provided the information gives written permission. For example, a parent may give written permission for the service to share information about their child with a support agency such as Inclusion Support.

To view a more comprehensive copy of the Services policies and procedures please do not hesitate to contact staff.
**Diocese Of Rockhampton Privacy Statement**

The Diocese of Rockhampton respects the privacy rights of all individuals associated with the community and/or workplaces falling within the auspices of the Corporation of the Trustees of the Roman Catholic Diocese of Rockhampton.

In accordance with the *Privacy Amendment (Private Sector) Act 2000*, the Diocese has adopted and is bound by the ten (10) national Privacy Principles established by the Federal Privacy Commission and is set out in the Act – see [www.privacy.gov.au](http://www.privacy.gov.au).

It is our intention that all personal, sensitive and health information of parishioners, clients, members of religious institutes, parents/carers, contractors, students, staff and prospective employees (considered “consumers” under the Act) is to be private and only to be used for those purposes the information was collected and recorded for so as to fulfil the mission and directions of the Catholic Diocese of Rockhampton.

The Diocese intends to collect personal information in a fair and lawful manner. Prior to the collection of information the purpose of the collection, access details and other information relating to the collection will be disclosed. Sensitive information will not be collected unless the consumer has consented, it is required by law, or in other specified circumstances (e.g.: health and safety). Information held in relation to its consumers includes, but is not limited to details of children and their parents/carers, personal background matters, contribution to fundraising and work history including references.

This information may be held for a number of reasons, including ensuring all parties meet their obligations under relevant legislation; the receipt of sacraments or pastoral care; and, work to be undertaken by staff or volunteers.

The Diocese will only use or disclose information for the purpose it was collected and will not disclose or distribute to a third party any such information that is supplied, without our consumer’s specific consent or unless we are required to do so by law. Reasonable steps will be taken to protect personal, sensitive and health information from unauthorised access, loss, misuse, disclosure or alteration. We may distribute aggregated statistical information for reporting purposes, but personally identifying information will not be distributed to third parties.

Consumers may at any time request access to their personal, sensitive or health information. If a consumer believes that any of the personal, sensitive or health information held by us is incomplete or inaccurate, in accordance with the provisions of the Privacy legislation, they have the right to notify us and make any updates or corrections.

Individual privacy issues can be discussed in the first instance with the school principal or an agency’s responsible line manager e.g. Assistant Director Administration, Diocesan Coordinator Pre-prep & OSHC or Diocesan Coordinator Health & Safety. Alternatively, if an individual believes that their privacy has been breached and this matter is unable to be resolved at an agency or local school level, a complaint may be made in writing to an appropriate Assistant Director or moderator. In order for such complaints to be properly investigated, they should identify the person whose privacy appears to have been breached. Anonymous complaints will not be dealt with.

From time to time this statement may be reviewed to ensure that it remains relevant and appropriate.

If you would like further information about the way that the Roman Catholic Diocese of Rockhampton manages the personal information it holds, please contact us at: **Roman Catholic Trust Corporation, West St, Rockhampton, 0749313600**
2. Catholic Education Diocese of Rockhampton – Employment Guidelines
7. Commission for Children and Young People Act (Qld) 2000
8. Commission for Children and Young People Regulation (Qld) 2001
11. Fair Work Act 2009
12. Food Safety Made Easy (2001), Brisbane City Council
14. National Standards for Outside School Hours Care
19. Queensland Development Code: MP 5.4, Childcare Services
20. Racial Discrimination Act 1975
22. Food Standards Australia New Zealand Food Authority Standards 2010
23. Sex Discrimination Act 1984
25. Work Health & Safety Act 2011
26. Work Health & Safety Regulations 2011
27. Workers Compensation & rehabilitation Act 2003
28. Staying Healthy in Childcare (downloaded from website 29/11/11)
29. National Health and Medical Research Council’s Recommended minimum exclusions periods
31. Queensland Health Food Safety Policy and Regulation Unit