



**Outside School
HOURS CARE**

Family Handbook

Welcome to YMCA Outside School Hours Care!

We are delighted you have chosen to become part of our YMCA OSHC community and look forward to learning about your family. YMCA has been an integral part of the School community and we are excited to be a permanent fixture in the future. All of our individual services aim to provide the best opportunity for all young people to belong, learn, grow and be happy.

Our Team

YMCA OSHC has a strong team of qualified Educators. Many of our casual team members are currently engaged in full time study in Education and bring a range of innovative ideas to our service each day. All of our teams and Services are led by a qualified Coordinator.

Our Program

Our Program is developed according to the My Time Our Place Framework and is centralised around the elements of Belonging, Being and Becoming. The program is aimed at providing our children with the opportunities to learn, develop and grow. By learning through play, we provide our children with opportunities to learn about their world and develop a sense of self. We believe all children are born with the desire and ability to develop, learn and explore and deserve to have opportunities and experiences that challenge their diverse needs.

Our Services

YMCA OSHC Services are ideally located on or near the grounds of your State School. Our OSHC focused facilities are specifically designed to provide paramount outside school care to the families of the school and the communities. Our OSHC's are located close to the school ensuring student safety and creating convenience for our parents, with just short walk from the school carpark.

With access to numerous spaces within the school grounds, YMCA OSHC Services have the resources to offer an incredibly diverse range of games and activities for your child to enjoy. The stability and quality offered by the support of YMCA Brisbane including over 150 years of experience and 33 OSHC services guarantees every child is given the opportunity to grow in body, mind and spirit.

YMCA OSHC Services

Zone 1

Albany Creek OSHC	0438 156 383
Bald Hills OSHC	0436 632 399
Boondall OSHC	0459 898 355
Bray Park OSHC	0409 845 294
Darling Heights OSHC	0455 088 401
Mitchelton OSHC	0415 525 851
Norris Road OSHC	0436 664 936
St Pauls OSHC	0407 742 826

Zone 2

Camira OSHC	0437 447 939
Flagstone OSHC	0437 941 255
Helensvale OSHC	0438 166 533
Merrimac OSHC	0438 367 390
Musgrave Hill OSHC	0439 752 168
Peak Crossing OSHC	0436 855 751
Rochedale South OSHC	0437332 970
Springfield Lakes OSHC	0437 823 073
Varsity College OSHC	0436 614 955

Zone 3

Berrinba East OSHC	0419 334 818
Chatswood Hills OSHC	0448 542 962
Edens Landing OSHC	0459 899 887
Loganholme OSHC	0436 860 324
Marsden OSHC	0436 617 740
Park Ridge OSHC	0436 623 368
Seven Hills OSHC	0400 281 663
Upper Mt Gravatt OSHC	0419 522 663
Warrigal Road OSHC	0477 767 984
Whites Hill OSHC	0439 510 335

Zone 4

Brighton OSHC	0436 683 375
Dakabin OSHC	0437 928 331
Enoggera OSHC	0418 747 960
Hilder Road OSHC	0436 921 319
Kurwongbah OSHC	
Rainworth OSHC	0438 751 835
Sandgate OSHC	0436 610 522
The Gap OSHC	0419 171 742
Strathpine OSHC	0438 646 133
Virginia OSHC	0400 099 656

Zone 5

Ashgrove OSHC	0417 706 789
Currimundi OSHC	0436 618 872
Grovely OSHC	0438 155 230
Kedron OSHC	0438 788 504
Kurwongbah OSHC	0448 244 060

Our Contact Details

Area Coordinators

Zone 1 Area Coordinator
0436 629 341

Zone 2 Area Coordinator
0407 741 425

Zone 3 Area Coordinator
0439 798 521

Zone 4 Area Coordinator
0459 884 169

Zone 5 Area Coordinator
0436 920 782

Inclusion Support Coordinators
0436 841 802 / 0436 911 002

OSHC Regional Manager
0412 180 867

OSHC Manager
0437 736 502

Child Care Group Manager
0418 879 632

YMCA OSHC Administration

07 3354 0444
brisbane.oshc@ymcabrisbane.org
www.ymcachildcare.com.au

YMCA Brisbane HQ
07 3253 1700

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The YMCA of Brisbane works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit.

The YMCA of Brisbane is guided to achieve their Mission by the following Christian values:

- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.
- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- Equality of opportunity and justice for all people.
- The diversity of people, communities and nations.
- Acceptance of personal responsibility.

YMCA Benevolence

The YMCA of Brisbane is a not for profit, charitable organisation who has been offering programs and services for the local community for over 150 years.

Benevolent projects include, but are not limited to:

- The YMCA Vocational School for disadvantaged and marginalised youth.
- Siblings Reconnect camps that provide an opportunity for children separated in the foster system to spend holidays together.
- Affordable housing complexes.
- Food for the homeless.
- Specialist OSHC services located within Special Schools.

More information about the YMCA's benevolent works can be found on the YMCA of Brisbane website.

Our Philosophy

The YMCA Outside School Hours Care Philosophy for working with children is based on the trilogy of Mind, Body and Spirit, all of which play an equal role in every child's development. YMCA Outside School Hours Care also works within the quality standards set down by The Australian Children's Education and Care Quality Authority incorporating the National Quality Framework into every day routines.

YMCA Outside School Hours Care values children as capable and competent citizens by providing opportunities for children to succeed and develop a positive sense of identity and self-worth. Through encouragement and guidance, children can extend on their interests, ensuring that they are active participants in decision making.

YMCA Outside School Hours Care values and promotes the importance of childhood and the significant role we play as educators and advocates for children. YMCA Outside School Hours Care Educators are encouraged to seek ways to build professional knowledge and develop shared learning communities, with shared decision making, that support critical reflection about the program to ensure children's interests and needs are met in an ongoing and meaningful way.

YMCA Outside School Hours Care supports a respectful relationship amongst children and adults. Educators are tuned into the children's thoughts and feelings and endeavour to assist them to develop a sense of wellbeing and social development. Educators exhibit qualities of fairness, humour, sympathy, compassion and trusting relationships with other colleagues, families and children. Educators promote a welcoming environment for children and their families to work actively in a shared decision making process towards the



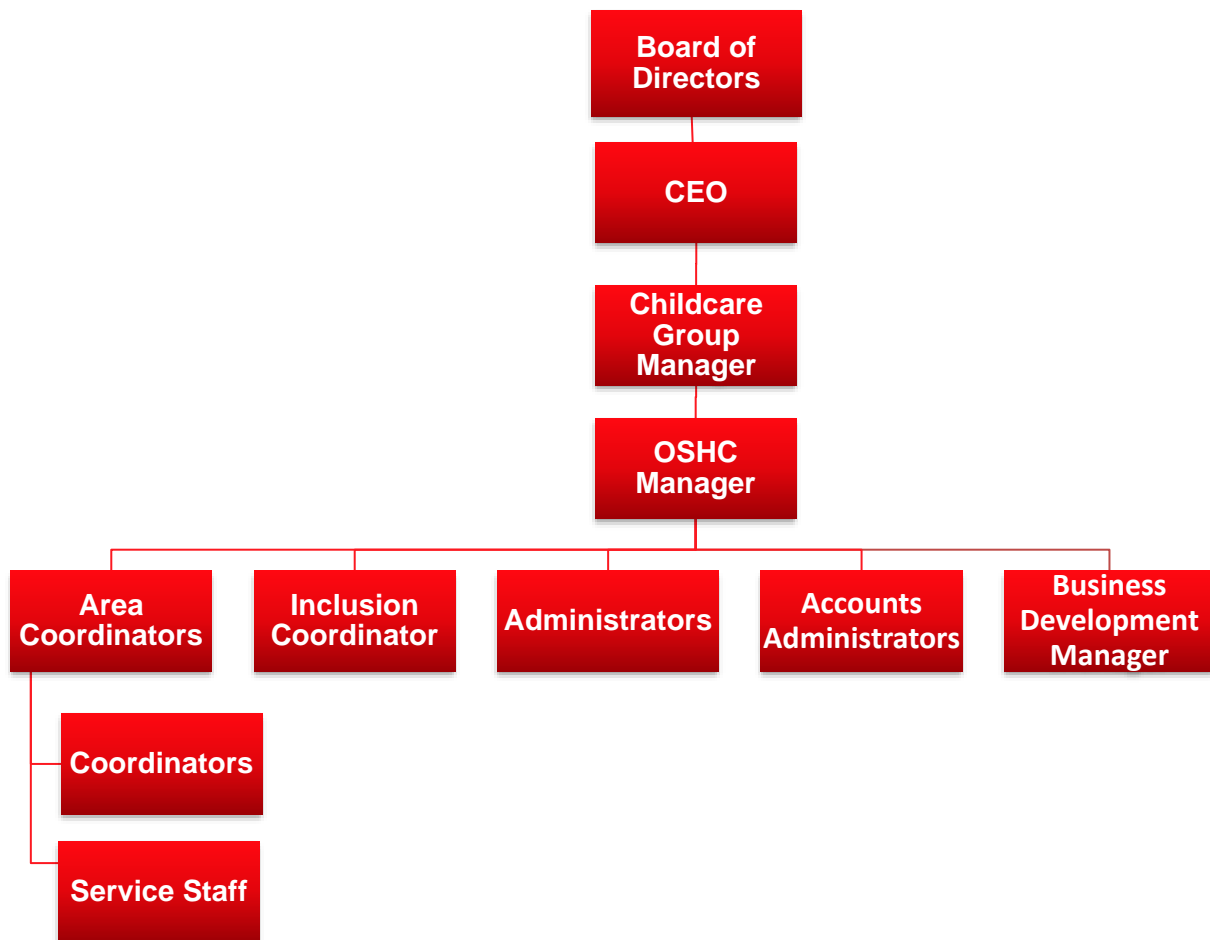
programming experience. An important focus at YMCA Outside School Hours Care is to establish a trusting environment for families and their children and for them to know that they will be cared for appropriately.

YMCA Outside School Hours Care ensures qualified and quality Educators who show genuine concern and care for all the children at their service. All services operate under strict Workplace Health and Safety legislations and acknowledge and respect all individuals and their confidentiality.

Each service has also developed its own individual service philosophy. This is displayed on the Family Noticeboard.

Our Approved Provider

The Approved Provider of YMCA OSHC services is the Young Men's Christian Association of Brisbane (YMCA). YMCA OSHC's basic organisational structure is as follows:





Access for Families and Children

YMCA OSHC aims to ensure that families 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 aged between Prep and Grade 7 but we are able to provide care for high school age and at some services pre-prep children. YMCA OSHC services follow the priority of access guidelines set down by the Australian Government Department of Education.

OSHC Policy Reference: Access for Families and Children.

Approved and Additional Absences

Absence from the service will be charged in accordance with the Australian Government Department of Education Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation. Additional absences may have Child Care Subsidy paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate)
- An outbreak of infectious disease when the child is not immunised
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate)
- A temporary closure of a school or pupil free day
- A period of local emergency
- Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

It is **important to note** that the 42 allowable absences relate to each child. Meaning, if there is a shared custody arrangement and two accounts with the service, both parents/guardians are only entitled to 42 days combined for the one child and not 42 days for each parent/guardian.

Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website (www.humanservices.gov.au).

OSHC Policy Reference: Fees.

Arrivals and Departures

YMCA OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

YMCA OSHC services open at 6.30am (Boondall: 6am, Dakabin: 6.00am, Edens Landing: 6am, Flagstone: 6.00am, Gumdale: 6.00am, Strathpine: 6.00am, Springfield Lakes: 6.15am). No child will be admitted prior to opening time due to legal restrictions. All children are to be signed in and out on the Attendance Register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on the Enrolment Form.

When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. Children should not be dropped off at the school gates; they must be accompanied to the door of YMCA OSHC and signed in by parent/guardian. Services will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.



If a child booked in to YMCA OSHC for After School Care has not arrived within 15 minutes of expected arrival, the Coordinator and staff will follow procedures outlined in the relevant policy. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety.

If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian may give permission by email (as the first preference) or by telephone for an alternative person to collect the child. If the request is made via telephone, two staff members will hear the request and the request will be entered onto a File Note with two staff signatures. The parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

OSHC Policy Reference: Arrivals and Departures of Children; Escorting Children.

Babysitting

YMCA OSHC does not endorse staff and parents/guardians entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

OSHC Policy Reference: Protection of Children, Safeguarding Children and Young People.

Bookings and Cancellations

At YMCA OSHC we attempt to cater to all families with regard to days needed for care. Bookings can either be on a permanent or casual basis. It helps in our planning for staff and activities if families 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; however due to licensing requirements there may be some days we will have to refuse care to casual bookings. Parents/Guardians must notify staff of cancellations to a session booking by 6pm of the previous Friday to avoid charge. For more detailed information parents/guardians should refer to the current YMCA OSHC Fee Schedule.

OSHC Policy Reference: Arrivals and Departures of Children, Fees.

Child Care Subsidy and Child Care Management System

Child Care Subsidy is a payment made to families to assist with the costs of childcare. Australian residents using child care provided by approved childcare services may receive CCS.

All families must have a myGov account that is linked to their Centrelink account.

There are three factors that will determine families' level of CCS.

1. Combined Family Income
2. Activity Test
3. Service Type

When families are completing the above three steps they will also be asked to confirm enrolment with current provider.

Families must also log back on to their myGov account and confirm their booking pattern with the provider. All possible booking requirements must be confirmed by the parent. Until days required are confirmed FULL FEES must be paid.

CCS will only be paid directly to providers and passed on as a fee reduction.

YMCA requires a correct CRN and Date of Birth for the Account Holder and child/ren under Account Holder care to be able to complete a CCS Enrolment to ensure fee reductions are applied. It is the Account Holder responsibility to provide these details. In cases where Accounts are not able to be linked, full fees will be required to be paid, or the families are able to postpone the commencement of enrolment until such time that fee reductions can be applied.



Please note once all details are confirmed, CCS eligibility may only be back dated 28 days determined by CCMS/Centrelink.

Childcare Subsidy entitlements may change throughout enrolment if family income, work activity or immunisation records change. For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered 'not up to date'.

OSHC Policy Reference: Fees.

Child Protection

YMCA OSHC services regard their role in the protection of children in their care as of the utmost importance. The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at www.ymcabrisbane.org along with how you can report child safety concerns and general safeguarding children information for families.

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/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children.

All staff have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

OSHC Policy Reference: Protection of Children, Reporting of Child Abuse, Safeguarding Children and Young People.

Clothing

During Before School 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. Please pack a change of clothes if you feel your child may need them. Clothing should comply with sun safety guidelines e.g. no strappy tops. Hats will be worn in accordance with the Preventative Health and Wellbeing Policy. We recommend the wearing of legionnaire or broad brimmed style hats. Appropriate footwear must be worn at all times. Sneakers are the best option as thongs, ugg boots and open-toed sandals do not protect children's feet adequately. All belongings must be clearly named.

OSHC Policy Reference: Preventative Health and Wellbeing, Risk Management and Compliance.

Communication with Families

YMCA OSHC services recognise that everyone involved in Outside School Hours Care is a participant and that to share and take part is fundamental in the development and application of policies, enabling all participants to contribute to the goals of the service. Families are encouraged to be involved as fully as possible in the management and development of the service they attend. Your feedback is important to us. We have a number of surveys throughout the year and have a confidential grievance procedure for all service users.

OSHC Policy Reference: Communication with Community, Communication with Parents/Guardians, Quality Compliance.

Complaints, Concerns and Suggestions

YMCA OSHC will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence



of the children, other staff or parents/guardians and heated discussions are to be avoided as far as possible. If it is not appropriate for the complaint to be made to the Coordinator, the complainant will have direct access to the YMCA OSHC Administration Office. The Coordinator will permit and, if appropriate, encourage the complainant to do so. Notification of receipt of the complaint will be sent to the complainant.

OSHC Policy Reference: Complaints.

Daily Routines

Routines serve as an important role in the operation of the service. Morning routines can consist of children completing homework, reading, playing board games or participating in a group game. Children may be allowed to leave the premises and go to school prior to 8.30am with written parental consent. All other school age children may leave at the time prescribed by the school community. During the afternoon routine, a staff member signs in children immediately after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

OSHC Policy Reference: Arrivals and Departures of Children, Program, Program Evaluation.

Enrolment and Orientation

Parents/Guardians are required to complete an Enrolment pack before any child is able to attend the YMCA OSHC services and then annually thereafter. A meeting with service staff is available to you upon the enrolment of your child. This is an excellent opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly during the initial few weeks. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency. The Coordinator or service staff must be advised of change of address or contact numbers so records can be updated and maintained.

OSHC Policy Reference: Access for Families and Children, Emergency Health and Medical Procedure Management, Enrolment, Fees.

Environment and Facilities

YMCA OSHC services take pride in their facilities and ensure a high level of hygiene and cleanliness is maintained. Staff endeavour to create a safe, secure environment where children and families feel welcome and at ease. YMCA OSHC services provide space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play. Children and families are regularly consulted and involved in changing our environments to ensure all areas are child-focused and practical.

OSHC Policy Reference: Animals, Environmental Statement, Facilities and Resources, Hygiene, Play Equipment, Preventative Health and Wellbeing.

Excursions

During Vacation Care YMCA OSHC services include excursions as a valuable part of their overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained. This will include the undertaking of a risk assessment, requiring all parents/guardians to sign a permission form and providing all



children with wristbands to help identify them on the excursion. All children attending the service on an excursion day are expected to attend the excursion. No staff remain at the service unless specified on the Vacation Care program.

OSHC Policy Reference: Escorting Children, Emergency Health and Medical Procedure Management, Excursions, Illness and Injury, Risk Management and Compliance, Transport for Excursions.

Extra Activities

If a child is required to attend activities within the school grounds during OSHC operating hours, written authority must be given prior to the commencement of the activity by the parent/guardian only. The Coordinator shall discuss with the family the impact that this may have on the service. When making the decision a risk assessment will be undertaken to establish the impact it may have on the service. YMCA OSHC services will not permit a child to leave the service unaccompanied to attend an external activity unless an Extra Activity Permission Form detailing time of departure, indicating a release of duty of care has been provided by the parent/guardian.

OSHC Policy Reference: Arrivals and Departures of Children, Escorting Children.

Fees and Overdue Fees

We provide a quality service to families at an affordable price. OSHC fees are based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Goals and Policies and Procedures. Parents/Guardians will be notified of any changes.

Statements will be regularly issued to families detailing information as required by Australian Government Department of Education Child Care Benefit Handbook

Our preferred payment option is Ezidebit and is to be paid each fortnight. All families will be given an Ezidebit form upon enrolment. Alternatively, payments can be made via B-Pay. Each family will be provided B-Pay details at the bottom of their statements. We do not accept monthly payments

Cash will not be accepted at the individual services.

Families must provide an email address for Statements to be sent. Statements are issued on a Monday for the current week and week in advance and emailed to the nominated email address. Fees will be payable by the end of the first week of the billing cycle.

If families do not receive an account it is the parents/guardians responsibility to inform the Service staff, meaning **non receipt of statement will not be accepted as a reason for non-payment of an account.**

Please note: YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees

Families experiencing difficulty paying fees should speak with the Coordinator. In extreme circumstances payment plans and alternatives may be established.

OSHC Policy Reference: Budgeting and Planning, Fees.

Fire, Harassment and Lockdown

YMCA OSHC management have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons who are involved with our services. Services are required to practice drills regularly. An evacuation and harassment plan is situated in the entrance area. We ask all parents/guardians, staff and children to familiarise themselves with the procedures.

OSHC Policy Reference: Drills and Evacuation, Emergency Equipment and Facilities, Risk Management and Compliance, Security.

Food



YMCA OSHC services are a peanut/tree nut free zone. It is requested that food bought from home does not contain nuts as a number of the children attending have severe allergies. In the event that a child brings food containing nuts to the service, staff will collect, store and return the food to the family at the end of the day. Staff will provide alternative food for the child.

By adhering to the Smart Choices guidelines YMCA OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/Guardians are encouraged to participate in this approach to nutrition by packing healthy meals and snacks for their children.

YMCA OSHC provides breakfast and a snack for afternoon tea for the children during Before School, After School and Vacation Care, morning tea is also provided during Vacation Care. Our daily menu is displayed on the family noticeboard. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. Water is available to children at all times. Service menus get assessed and reviewed on a regular basis by Nutritionists from Nutrition Australia.

OSHC Policy Reference: Food Handling, Food and Nutrition.

Homework

YMCA OSHC services will supply time, space and supervision by staff for children to do their homework if they wish. Please inform staff if you require your child to participate in structured homework time. Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff are unable to insist or force children to complete homework tasks.

OSHC Policy Reference: Homework, Program Planning, Program Evaluation.

Governance

The YMCA of Brisbane Outside School Hours Care and all of our services, will meet legal and financial obligations by implementing appropriate governance practices. YMCA aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standards and My Time Our Place.

OSHC Policy Reference: Governance

Inclusion Support

At YMCA OSHC we recognise that each child and family are unique in their own right and strive to include young people and families from all walks of life, celebrating different abilities, cultures and interests. YMCA OSHC follows an equal opportunity enrolment process. Each family are required to provide relevant information about their child/ren. If your child has additional support needs, whether it is due to a medical need, disability, culturally and linguistically diverse background, or any other reason, you are required to organise a meeting with the service Coordinator. YMCA OSHC Educators utilise information provided through these processes to develop resources, programs and socially just practices at the service that are uniquely designed to provide all children with the highest-quality inclusive care.

OSHC Policy Reference: Diversity, Inclusion and Respect.

Illness and Injury

Whilst YMCA OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries occur. In the case of a minor illness or injury, a staff member will attend



to the incident and an Illness and Injury Report will be completed. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately.

Children who are ill will not be accepted by YMCA OSHC services.

Qualified staff will administer basic first aid only. When necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital and contact will be made with the parent/guardian. Where possible a staff member will travel with the child in the ambulance.

Parents/Guardians, in consultation with the Coordinator, are to ensure that each child with a diagnosed medical condition i.e. asthma, diabetes, epilepsy, etc. has an Individual Medical Emergency Plan. YMCA OSHC services do not have access to EpiPens or Ventolin for use on children, if your child requires an EpiPen or Ventolin strong consideration should be given to supplying the service with one.

OSHC Policy Reference: Illness and Injury.

Infectious Diseases

YMCA OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service. Children not immunised and/or children who do not have a current immunisation history statement on file, will also be excluded from the service during the infectious disease outbreak. In determining exclusion periods YMCA OSHC will refer to the National Health and Medical Research Council "Staying Healthy in Childcare 5th Edition" as a recommendation to minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres. A doctor's certificate may be required before the child/educator is re-admitted to the service. It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering. YMCA OSHC is responsible to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

In the event of head lice, the parent/guardian will be called and encouraged to collect the child immediately. The child can only return to the service once the head lice have been treated.

* When infectious disease is referred to in this policy, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at www.health.gov.au and National Health and Medical Research Council at www.nhmrc.gov.au).

OSHC Policy Reference: Emergency Health and Medical Procedure Management, Infectious Disease, Information Handling.

Information Handling

To protect children and better provide its services, YMCA OSHC management seeks and deals with personal and sensitive information relating to families, children and others. YMCA OSHC management respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

All YMCA of Brisbane staff are required to sign confidentiality agreements in relation to private information relating to families and children attending the service. All personal records will be stored and kept in a confidential manner. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

OSHC Policy Reference: Information Handling.

Information Technology

YMCA OSHC acknowledges and recognises the significant impact of Information Communication Technology (ICT) on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that ICT is used appropriately and in the best interests of the children, families and employees who use the service.



ICT shall be considered a valuable learning tool for school age children attending YMCA OSHC services and shall be included as an appropriate part of the overall program when accessible. ICT includes computer equipment, games, internet access, mobile phones and cameras. No cameras will be used for picture taking of other children unless permission is granted by the parent or guardian.

Access to YMCA ICT Equipment shall only be granted following completion of the YMCA OSHC “Cyber Safety” Agreement between the Student, Parent/Caregiver and Centre Coordinator. ICT accessible to children shall be monitored by educators. Approved mechanisms shall be put in place to reduce a child’s exposure to inappropriate sites or information. Children will be educated regarding the safe use of ICT.

YMCA OSHC services shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

The internet will only be used for educational purposes. Access to Social Networking sites, and sites which consume large amounts of bandwidth (such as video streaming sites) is prohibited.

If deemed to be used inappropriately, YMCA OSHC may decide to reduce or deny access to YMCA ICT equipment.

OSHC Policy Reference: Information Technology – Children Usage

Late Collection and Fees Payable

Closing time of YMCA OSHC services is 6.00pm (Varsity College 6.30pm). We ask that you are mindful of staff commitments outside of work and ensure your child is collected before this time. If there has been an emergency please contact the Coordinator as soon as you are aware that there may be a problem with the on-time collection of your child. If at closing time children have not been collected or parents/guardians have not made arrangements for collection by normal closing time, they will be contacted on the most recent numbers and if necessary emergency numbers provided. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety. Parents/Guardians who collect their children after this time will incur a late fee. This fee is further outlined on the YMCA OSHC Fee Schedule.

OSHC Policy Reference: Arrivals and Departures of Children, Fees.

Medication

In the interests of health and wellbeing of the children, staff will be permitted to administer medication to a child only if it is:

- A prescribed medication;
- In its original package with a pharmacist’s label which clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a letter of authority from the parent/guardian.

All medication is to be given to Coordinator and no medication is to be stored in a child’s school bag.

OSHC Policy Reference: Emergency Health and Medical Emergency Procedure Management, Illness and Injury, Medication.

Medical Conditions

YMCA OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.



YMCA OSHC is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times.

If your child has a medical condition please read the full Medical Conditions Policy on page 20.

OSHC Policy Reference: Medical Conditions

National Quality Framework

All YMCA OSHC services work with the National Quality Framework in their everyday practice. The National Quality Framework aims to improve the quality and consistency of early childhood education and care services through key legislation and standards. The National Quality Standard sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It consists of seven quality areas:

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

YMCA OSHC services are licensed by the State Office for Early Childhood Education and Care under the Education and Care Services National Law Act and Regulations. Services must comply with the Act and Regulations in relation to requirements relating to activities, experiences and programs, numbers of staff members and children and staff members' qualifications.

The Office for Early Childhood Education and Care can be contacted via the Child Care Information Service: 1800 637 711. More information may also be found on their website.

OSHC Policy Reference: Approval Requirements under Legislation, Risk Management and Compliance, Staffing Ratios.

Parent/Guardian and Visitor Code of Conduct

A Parent/Guardian and Visitor Code of Conduct is on display at all OSHC services. This must be adhered to at all times. Parents/Guardians may be excluded from the service if staff feel threatened either physically or verbally.

OSHC Policy Reference: Anti-bullying, Communication with the Community, Communication with Parents/Guardians, Drills and Evacuation.

Personal Effects

We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. We discourage children from bringing electronic toys, such as iPads and iPods. We cannot guarantee the safety of these expensive items. For security purposes **children's electronic devices should be submitted to the Coordinator** upon arrival to the service. We have a landline or mobile phone on which parents/guardians can contact us at any time.

OSHC Policy Reference: Lost Property, Play Equipment, Program Planning, Program Evaluation.

Policies and Procedures



In addition to the YMCA of Brisbane Quality Manual, YMCA OSHC has extensive policies and procedures which reflect the Philosophy and Goals of our services. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. If you require a copy, please speak with your service Coordinator.

In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and to regular review by YMCA OSHC management.

OSHC Policy Reference: Review of Policy and Procedure.

Positive Behaviour Support

Families, staff and children all have roles to play, as detailed in the Positive Behaviour Support Policy and the Behaviour management Policy. YMCA OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with community standards);
- Using consistency and compassion;
- Having regard at all times to the respect and dignity and individual uniqueness of the child; and
- Having regard to the other principles set out in the Philosophy Statement of YMCA OSHC.

Parents are requested not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If a staff member observes a child breaking the rules they will discuss the behaviour with the child.

OSHC Policy Reference: Anti-bullying, Positive Behaviour Support, Behaviour Management

Programming

YMCA OSHC services plan, design and provide tailored programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. Service programs are also designed in accordance to the NQF and the My Time, Our Place Framework and for pre-Prep the Early Years Learning Framework (EYLF). In developing programs, YMCA OSHC services recognise the importance of an understanding of early/middle childhood and play in the development of children. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with the National Quality Framework, observations are taken of the children to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool and are stored in the family file at the service where they can be viewed by parents/guardians if requested.

The Coordinator will happily discuss any aspect of the program with interested parents/guardians. Family surveys are handed out regularly to convey parents/guardians' and children's thoughts and input into the program. The weekly program is posted on the Family Information Noticeboard.

OSHC Policy Reference: Play Equipment, Program Planning, Program Evaluation.

Runaway Children



YMCA OSHC services have a comprehensive behaviour management plan and service rules which are implemented to ensure the safety of all children and staff. One of those rules is that the children must stay in areas licensed by the Office for Early Childhood Education and Care under the Child Care Act. If a child chooses to leave the school grounds and designated areas, staff will assess the situation in relation to duty of care to the individual child and the remaining group of children. Runaway children's parents/guardians will be contacted immediately, as will police if deemed appropriate by Coordinator.

OSHC Policy Reference: Arrivals and Departures of Children.

Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework. YMCA OSHC will always have a minimum of two staff onsite at all times regardless of the number of children attending. This policy is strictly adhered to and is put in place to protect both the children and the staff members.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Safeguarding Children and Young People Policy. Staff have obtained, or applied for, and given to the Licensee of the service, a current positive suitability notice under the Working with Children (Risk Management and Screening) Act 2000.

OSHC Policy Reference: Staff Code of Ethics, Staff Employment, Staff Grievances, Staff Practice, Staffing Ratios, Staff Role and Expectations, Staff Training.

Sun Safety

Children, staff and volunteers are encouraged to wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This sun safety policy follows guidelines recommended by Queensland Cancer Council. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.00am and 3.00pm. YMCA OSHC has made a commitment to the best possible sun smart practices by supplying SPF 30 broad-spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or under cover areas only.

OSHC Policy Reference: Preventative Health and Wellbeing.

Supervision

Active supervision requires focused attention and intentional observation of children at all times. It is a combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing small and large groups of children and an understanding of child development including theories about how children play. Educators will be aware of the different ages, personalities, behaviour and characteristics of the children in their care.

Educators will build meaningful relationships with children. This is shown by:

- Learning about who they are
- How they react in different situations and discover the interests of children.

Educators will then develop an understanding of how children interact, communicate and play with one another.

Educators will ensure and establish environments and coordinate effective supervision strategies to maximise children's safety and ability to play free from harm or injury.

OSHC Policy Reference: Supervision



Toileting

YMCA OSHC recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. YMCA OSHC seeks to ensure that the children's health and safety with personal hygiene is supported while protecting their dignity and safety. Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes and if necessary nappies to the service. Parents/Guardians of children who require regular assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

OSHC Policy Reference: Toileting Children.

Use of Photos

On occasion your child may be photographed participating within the day-to-day activities we provide at YMCA OSHC. These photos are not intended to act as anything other than for display within the service and used as part of our programming process and not for promotional or advertising material. 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/guardians will be consulted and be required to give written permission.

OSHC Policy Reference: Safeguarding Children and Young People.

Volunteers and Students

Volunteers are a valued and integral part of the YMCA of Brisbane. From time to time YMCA OSHC accepts students from local schools, TAFEs and universities as volunteers.

OSHC Policy Reference: Arrivals and Departures of Children, Fees.

Water Safety

YMCA Outside School Hours Care recognises water play as an enjoyable and valuable play experience for children. YMCA identifies that any water play undertaken should also have an educational purpose. YMCA Outside School Hours Care ensures that all health and safety guidelines are maintained during water play experiences.

OSHC Policy Reference: Water Play

Policy No: 33

Medical Conditions Policy

YMCA OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

YMCA OSHC is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times.

Procedure



Children's short term medical needs will be managed in accordance with YMCA OSHC's Illness and Injury Policy and the Medications Policy.

For children with long-term medical needs, YMCA OSHC will minimise the risks associated with these specific health needs, allergies or other relevant medical conditions by:

- Ensuring a current **Medical Management Plan** that is provided to YMCA OSHC by the parent/guardian and is accessible to all educators
- Ensuring all educators are adequately trained and rehearsed in YMCA OSHC's emergency medical management procedures and the administration of emergency medication
- Collaborating with parents/guardians of children with specific health needs, allergies or other relevant medical conditions to develop a **Risk Minimisation Plan**
- Informing all educators and volunteers, of children with specific health needs, allergies or other relevant medical conditions and the risk minimisation procedures for these.

Parents/guardians will be requested, through the initial enrolment procedures to provide details of any specific health care needs or medical conditions of the child, including asthma, diabetes, allergies and whether the child has been diagnosed at risk of anaphylaxis. It is the responsibility of parents/guardians to update the service with any new information relating to their child's specific health care need or medical condition.

YMCA OSHC will involve all educators, families and children in regular discussion about medical conditions and general health and wellbeing. YMCA OSHC will adhere to privacy and confidentiality procedures when dealing with individual health needs.

If a child with a chronic illness or medical condition that requires invasive clinical procedures or support is enrolled at YMCA OSHC, prior arrangements will be negotiated with the parent/guardian, Coordinator and appropriate health care workers to train educators in appropriate procedures. Such arrangement and procedures will be established in consultation with the child's medical practitioner. Arrangements will be formalised prior to the child commencing at the service.

Identifying Children with Medical Conditions

Any information relating to individual children's health care needs, allergies or other relevant medical conditions will be shared with the Coordinator, educators and other staff members of YMCA OSHC.

Information relating to a child's specific health care need, allergy or other relevant medical condition, including the child's medical management plan, medical risk minimisation plan and the location of the child's medication will be shared with all educators and other staff members of YMCA.

As it relates to the specific children, relevant medical condition information will be displayed in the following areas of YMCA OSHC to ensure all practices and procedures are followed accordingly:

- The YMCA administration area – available in the child's enrolment record and accessible to staff in a confidential folder next to the service telephone
- The staff room
- Inside the kitchen cupboard door (for children with food related conditions)

All educators will be required to follow the child's Medical Management Plan in the event of an incident related to the child's specific health care need, allergy or other relevant medical condition.

All educators, other staff and volunteers must be able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their medication/s easily.

Medical Management Plan

To comply with regulatory requirements, the parents/guardians of children with specific health care needs, allergies or other relevant medical conditions must provide the service with a medical management plan for their child. This Medical Management Plan must be followed in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition.

The medical management plan should be developed in consultation with the child's registered medical practitioner with the procedures to follow from the medical practitioner documented in the medical management plan. The medical management plan should include the following:

- A photo of the child
- Details of the specific health care need, allergy or relevant medical condition including the severity of the condition
- Any current medication prescribed for the child
- What may trigger the allergy or medical condition (if relevant)



- Signs and symptoms to be aware of as well as the response required from the service in relation to the emergence of symptoms
- Any treatment/medication required to be administered in an emergency
- The response required if the child does not respond to initial treatment
- When to call an ambulance for assistance
- Contact details of the doctor who signed the plan

Copies of the child's Medical Management Plan will be kept with their medication and taken on all excursions/regular outings they attend whilst enrolled at YMCA OSHC.

Risk Minimisation Plan

A risk minimisation plan must be developed in consultation with the parent/guardian of a child with specific health care needs, allergies or other relevant medical conditions to ensure that:

- Any risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised
- If relevant, practices and procedures for the safe handling, preparation, consumption and serving of food are developed and implemented
- The parent/guardian is notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented
- All educators are able to identify the child, and know the location of the child's medical management plan and medication
- If relevant, practices and procedures are developed and implemented to ensure that the child does not attend the service unless the child has at the service their relevant medications

YMCA OSHC will provide support and information to parents/guardians and other members of the community about resources and support for managing children's specific health care needs, allergies or other relevant medical conditions.

Medical Conditions Communication Plan

To ensure regulatory compliance, YMCA OSHC shall develop a communication plan and implement procedures to ensure that:

- Relevant educators, staff members and volunteers are informed about the medical conditions policy and the medical conditions management plan and medical conditions risk minimisation plan for each child with a specific health care need, allergy or other relevant medical condition.
- A parent/guardian of a child with a specific health care need, allergy or other relevant medical condition will communicate any changes to the medical management plan and risk minimisation plan for their child.

Management of Medical Conditions

Children with health care needs or relevant medical conditions will be managed in accordance with their individual medical management plan and risk minimisation plan.

In order to effectively manage other health care needs and medical conditions, YMCA will implement the following procedures:

Asthma Management

YMCA OSHC strives to provide a safe and suitable environment for all children attending our services. Children with particular health needs, such as Asthma will be supported through the creation of an Asthma friendly environment in accordance with the recommendations of the Asthma Foundation of Queensland.

The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, is in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.

The service shall provide opportunities for all educators to participate in and receive regular education on asthma and appropriate management strategies. As per the Health (Drugs and Poisons) Regulation 1996, a person is considered to have appropriate asthma management training if they have completed a training course, of at least one hour, and are issued with a certificate identifying the successful completion of training in the specific learning outcomes.

Families of a child identified with Asthma through the service enrolment process should provide the following information:



- Individual asthma triggers
- Types of medications used
- Administering of medication (e.g. self-administering under supervision).

Families must also supply an individual Asthma Action Plan for their child, completed in conjunction with their medical practitioner.

Staff will be made aware of children who suffer from Asthma and the various triggers and manage the risks of this appropriately within the service's risk management plan. These triggers may be food intolerances or environmental.

The service will also display a poster for asthma first aid management in prominent locations to alert educators and other participants in the service's activities.

All asthma medication provided by families and administered by educators must be in accordance with the Medication Policy.

Anaphylaxis Management

YMCA OSHC recognises the increasing prevalence of children attending services who have been diagnosed with anaphylactic reactions. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, shell fish, bee or other insect stings, latex, particular medications or other allergens as identified through professional diagnosis. It is known that reactions to allergens may occur through ingestions, skin or eye contact or inhalation of food particles.

Parents/Guardians will be requested, through the initial enrolment procedures, to ensure that the service is made aware of any allergies that their child may be suffering. Information regarding the triggers and severity of allergic reactions will also be requested.

YMCA OSHC services shall take appropriate action to minimise, where possible, exposure to known allergens where children have been professionally diagnosed with anaphylaxis and this information has been presented to the service with certification from a medical practitioner.

The service shall develop and implement a risk management plan to identify the possible exposure to allergens and how these will be managed and monitored within the service.

All children diagnosed with anaphylaxis shall have an Action Plan, outlining what to do in an emergency, developed in consultation with families, educators and the child's medical practitioner. Each plan shall be displayed in a clearly accessible area and be approved by the child's family.

Individual children's health care and management plans shall be discussed on a regular basis with all educators at team meetings.

EPIPENS must be located in a position that is out of reach of the children, but readily available to the Educators. Consideration must also be given to the need to keep the adrenaline auto injector away from excessive light, heat or cold when deciding on a suitable location.

A risk management strategy shall be devised to ensure:

- Medication is transported by a responsible adult person
- In circumstances where children arrive at the service without the required medication, appropriate procedures shall be followed to ensure that the medication becomes immediately accessible.

Anaphylaxis plans shall be reviewed annually or as required by governing authorities.

Diabetes Management

To facilitate effective care for a child with diabetes it is necessary to form a partnership between the school and the child's family with responsibilities for both, and the OSHC Program will;

- Ensure the family, parent or guardian provides the school with; Details of the child's health problem, treatment, medications and allergies
- Their doctor's name, address and phone number, and phone number for contact in case of an emergency
- A Diabetes Care / First Aid Plan following enrolment and prior to the child starting at the school which should include:
- When, how and how often the child is to have finger prick or urinalysis glucose or ketone, monitoring what meals and snack are required including food contact, amount and timing
- What activities and exercise the child can and cannot do, whether the child is able to go on excursions and what provisions are required



- What symptoms and signs to look for that might indicate hypoglycaemia (low blood glucose) or hyperglycaemia (high blood glucose)
- What action to take including emergency contacts for the child's doctor and family or what first aid to give. Ensure all educators are aware of any child that has diabetes prior to the children starting at the service.
- Photos are taken of any child with diabetes and placed in a prominent position in the Service. In any medical emergency involving a child with diabetes, the educators should immediately dial 000 for an ambulance, notify the family and administer first aid or emergency medical aid according to the child's Diabetes Care/First Aid Plan, or doctor's instructions.
- Ensure the family supplies all necessary glucose monitoring and management equipment
- Ensure the family and school educators know it is not the responsibility of the educators to administer a child's insulin, or to administer parenteral injections of glucose or glucagons in an emergency
- Ensure there are educators who are appropriately trained to perform finger-prick glucose or urinalysis monitoring and know what action to take if these are abnormal
- Ensure that there are appropriate glucose foods or sweetened drinks readily available to treat hypoglycaemia (low blood glucose), e.g. glucose tablets, glucose jelly beans, fruit juice. If a child has had an episode of hypoglycaemia and needed glucose food or drink, also provide the child with a slow acting carbohydrate food to help maintain blood glucose levels, e.g. milk, raisin toast, yoghurt, fruit
- Ensure a location in the school for privacy for the child when glucose monitoring occurs.
- Ensure child only has food and drink that are appropriate for the child and are in accordance with the child's Diabetes Care /First Aid Plan
- Ensure opportunity for the child to participate in any activity, exercise or excursion that is appropriate and in accordance with their Diabetes Care/First Aid Plan.

Educator Training and Qualifications

The coordinator will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, responding to allergic reactions, basic first aid and adhering to special dietary requirements.

At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011, will be in attendance at any place children are being cared for and immediately available in an emergency, at all times children are being cared for by YMCA OSHC. In addition all YMCA OSHC educators are encouraged and provided with the opportunity to complete First Aid and CPR training.



Outside School HOURS CARE

YMCA of Brisbane
OSHC Administration Office

P: 07 3354 0444
F: 07 3354 0445

brisbane.oshc@ymcabrisbane.org
www.ymcachildcare.com.au

