

FAMILY HANDBOOK



GOSHC Phone: 0408 717 616 (Direct)

Email: goshc@glenvaless.eq.edu.au

Street Address: 224 Glenvale Road, Glenvale

School Office Phone: 4659 2111



We acknowledge the Traditional Owners of the local area and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

**Welcome to Glenvale State School P & C Association
Outside School Hours Care**

A BRIEF HISTORY:

Glenvale State School P & C Association Outside School Hours Care (GOSHC) was designed by the parents, for the parents, to provide families with a care environment that offers fun, yet safe care for before school, after school, during the holidays and on pupil free days. GOSHC has the capacity to care for 105 children in any session with a staff ratio of 1 educator to every 15 children.

PHILOSOPHY:

Glenvale OSHC service believes that we look after whole families not just children. Each child has the right to be an individual, to express opinions and be pro-active in the OSHC community. We are committed to providing a service that is safe, supportive and nurturing where each child's personal beliefs, cultural and religious heritage are valued and recognized within the program and the service as a whole.

We believe that children are active learners who, when given an engaging environment participate in meaningful play and interact with their peers and community members in a way which will form the foundations of lifelong learning.

Parents and families are considered the child's primary caregivers and that respectful, collaborative relationships are formed with the intention of collaboratively supporting the child's health and wellbeing. GOSHC believes it is vital for all families to feel welcomed, to have their strengths recognized and participate in the OSHC community. We believe that family's rights to equitable access is delivered in the service delivery.

We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

GOALS:

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

THE NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services.

The NQF introduces a new quality standard to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care.

All centres participate in an Accreditation process for quality, being assessed in 7 Quality Areas.

The first Quality Area focuses around our program and includes the OSHC curriculum **MY TIME OUR PLACE**.

The NQF introduced a new quality standard in 2012 to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The NQF includes:

- National Law and National Regulations
- National Quality Standard
- assessment and quality rating process
- national learning frameworks.

Benefits for children and families

Research shows quality education and care early in life leads to better health, education and employment outcomes later in life. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn. Quality education and care shapes every child's future and lays the foundation for development and learning.

The major benefits for parents and children include:

- improved educator to child ratios, ensuring children have greater individual care and attention for children
- educators with increased skills and qualifications
- better support for children's learning and development through approved learning frameworks
- consistent, transparent information on educators, providers and services in the national registers

P & C MEETINGS

Glenvale State School P & C Association is the Approved provider for Glenvale OSHC meetings are held on the at 6pm Tuesdays on week 4 and week 8 of each term. All families are welcome to attend.

GOSHC is licensed under and must comply with the Education and Care Services National Law (Queensland) Act 2011. It is also an Accredited Service with the National Quality Framework

HOURS OF OPERATION (Monday to Friday)

ALL CHILDREN MUST BE DELEIVERED TO GOSHC STAFF AND SIGNED IN VIA THE APP

Before School Care: 7.00 am – 8.30 am (to 8.45 am if Prep child)

Door opens at 7am, children cannot be left prior to this.

Before School Care - Activity Time only: 8.00 am – 8.30 am (to 8.45 am if Prep child)

All year levels may stay until 8.45am if they wish, however most children want to see their friends before school starts.

After School Care: 3.00 pm – 6.00 pm

Vacation Care/Pupil Free Days: 7.00 am – 6.00 pm

PUBLIC HOLIDAYS : closed

The centre closes for 2 weeks over the Christmas/new year period. Dates advised March of each year

APPROVED PROVIDER:

GLENVALE STATE SCHOOL P & C ASSOCIATION

NOMINATED SUPERVISOR:

SUSAN MIDGLEY (ASSOCIATE DIPLOMA of EDUCATION)

ASSISTANT COORDINATOR: KRYSTAL MCCARTHY (ADVANCED DIPLOMA EDUCATION & CARE)

EDUCATIONAL LEADER: EMMA HOBBS

At all times at least 1 staff member present holds a Senior first aid certificate and has current Anaphylaxis, Asthma & CPR training. 50% of all staff are childcare trained or meet the requirements as set out by ACECQA under the National Law National Regulations.

FEES

PAYMENT OF FEES

Our preferred method for payment of fees is through PAYCHOICE (Direct Debit) BPAY OR EFTPOS bond of \$50 is payable prior to commencement at OSHC. Fees must be paid within 7 days of invoice being received or children's places may be suspended. When accounts are paid in full the child/children may return however a place will not be held for that child/children and placement cannot be guaranteed in either BSC or ASC given our limited vacancies.

Children may not commence until the \$50 bond is paid and Debit-Success forms returned.

Term fees for BSC & ASC must be up to date to attend Vacation Care.

Accounts will be automatically emitted by email each Friday showing the current weeks fees due within 7 days

As this is a non-profit organisation, we require the payment of fees to allow us to continue to provide the service.

FEES TO BE PAID PRIOR TO COMMENCEMENT

Enrolment forms cannot be accepted until this is paid in full.

Bond \$50

PERMANENT FEE RATE

Regular days booked in advance.

Families are charged regardless of whether children attend or days are cancelled,

Before School Care: \$15.50 (includes Breakfast) less CCS

(NB: same fee applies if your child chooses to not have breakfast

Before School Care after 8.00 am – Activity Time only: \$8.50 less CCS

After School Care: \$24.00(includes Afternoon Tea) less CCS

Vacation Care: \$55.00 Full Day (to be paid in advance)

Excursions & Incursions incur an extra fee please see holiday programs

CASUAL FEES

May cancel booking up until 15 mins prior to booked session commences and no fee will apply

Bond: \$50 OR payment in advance prior to booked session.

Administration Fee: \$2 per active child per month. Applied to accounts at the end of each calendar month

Before School Care: \$17 (includes Breakfast) less CCS (NB: same fee applies if your child chooses to not have breakfast

Before School Care after 8.00 am – Activity Time only: \$10.00 less

After School Care: \$30.00(includes Afternoon Tea) less CCS

Families must give 2 weeks' notice when changing between casual and permanent fee.

CANCELLATIONS FOR VACATION CARE MUST BE MADE 2 WEEKS PRIOR TO THE LAST DAY OF TERM.

IF CANCELLATIONS ARE NOT MADE BY THIS DATE FULL FEES PLUS ANY EXCURSION COSTS THAT FALL ON THE BOOKED DAY WILL BE CHARGED

ADMINISTRATION FEE:

In the last week of each calendar month each child enrolled, who has attended GOSHC in that month will attract a \$2 administration fee to each family account connected to the software.

LATE COLLECTION FEE

If children are collected after 6pm a charge of \$5 for the first five minutes and \$10 per minute thereafter applies.

Staff will begin calling parents and other contacts listed at 6pm. If no one can be contacted to collect your child the police will be contacted as per GOSHC policies and procedures.

NON-CANCELLATION FEE

\$20 is applied to your account each time a child is absent from an after-school care session and staff are required to locate your child.

IF YOUR CHILD IS GOING TO BE ABSENT FROM ANY SESSION PLEASE use the STORYPARK MANAGE APP TO CANCEL ELECTRONICALLY

<https://apps.apple.com/au/app/xap-smile-for-guardians/id1500375099>

<https://play.google.com/store/apps/details?id=com.storypark.families.android>

FEE REDUCTION

- Child Care Subsidy is available to eligible families through MYGOV
- You will need to provide the centre with your Customer Reference Number (CRN), your child/children's CRN, plus Dates of Birth, this benefit can reduce the fees payable to the centre. Our computer software links with the Childcare management system and applies the rebate automatically if you have carried out all the tasks on MYGOV.

ABSENCES AS PER THE AUSTRALIAN GOVERNMENT LEGISLATION:

CCS is paid for up to 42 day's absence days for each child per financial year. Once these 42 absences are used full fees apply for future absent days unless they are additional absences (see below)

ADDITIONAL ABSENCES: Once all the first 42 absence days have been used CCB will also be payable for absences taken for these reasons:

- Illness (with a medical certificate)
- Non-immunisation (with written evidence)
- Rostered days off/rotating shift work (with written evidence)
- Temporary closure of school
- Periods of local emergency
- Shared care arrangements due to court order, parenting plan or parenting order (with documentation).
- Exceptional circumstances.

ABSENCE:

GOSHC must be directly informed if a child is not attending any BSC/ASC or Vacation Care session they are booked in for.

NB: If children are absent from school or leave school during the day please cancel their session booking via the StoryPark Manage App.

<https://apps.apple.com/au/app/xap-smile-for-guardians/id1500375099>

<https://play.google.com/store/apps/details?id=com.storypark.families.android>

GOSHC can be contacted between 7.00 am – 6.00 pm on 0408 717 616, or a message can be left via text message alternatively email goshc@glenvaless.eq.edu.au

BREAKFAST & AFTERNOON TEA; The be found displayed in the GOSHC room

Please have your child wash their hands-on arrival & departure each day

BSC & VAC - Breakfast is provided before 8.00 am. This consists of toast/cereal/yoghurt and/or fruit and a variety of spreads

The centre has cold water coolers which the children access freely. In the colder month's children may also have a warm milo at breakfast.

We encourage children to prepare their own breakfast, participate in cooking experiences help serve afternoon tea etc. At GOSHC we encourage children to be independent, and educators' value that everyday routines teach valuable skills. staff will always be close by to lend a hand if need be.

We understand that mornings can be a hectic time getting everyone ready for work and school, if you have had a hectic morning at home please let staff know so we can help settle your child. If your child is upset when you leave do not hesitate to give a call and see how they are going.

ASC & VAC - Afternoon Tea is provided every day at ASC and Vacation Care. Large platters of fruit and vegetables are served first and then the children are offered seconds, this varies from biscuits and slices to sandwiches, wraps and mini pizza's etc. Please see the menu on parent notice board.

Special Dietary needs:

If your child has a food allergy/intolerance or is to avoid certain foods for cultural reasons please speak to GOSHC educators in regard to food requirements so we can incorporate their individual needs into our menu where possible.

A Medical Management & Risk Minimisation plan will be developed on commencement, if required, to ensure we are meeting the needs of your child and family the best we can.

ENROLMENT AND BOOKING PROCEDURES

It is vital that for every child who attends, an Enrolment Form is completed via the URL:

<https://www.ccms.storypark.com/waiting-list?organisationId=b6bfa05f-e9db-4277-80d4-b994938347d2>

It is the responsibility of the parent/guardian to ensure that the enrolment information is kept up to date through the Storypark for guardians app.

Enrolments will automatically roll over each new year unless families cease their care via the app. Families will be charged for all days of booked care.

Changes to bookings, adding and removing days is done through the App by request.

A \$2 Administration fee will be added to your account every month your child is active at GOSHC. Bookings may be made at short notice, depending on availability and will be charged at the casual rate.

Vacation care bookings are made via the Storypark manage App.

<https://www.ccms.storypark.com/waiting-list?organisationId=b6bfa05f-e9db-4277-80d4-b994938347d2>

Cancellations for Vacation Care must be made 2 weeks prior to the commencement of vacation care or the full fee including any Incursion or Excursion costs that may fall on that day will be charged.

ARRIVALS & DEPARTURES OF CHILDREN

GOSHC'S responsibility for your child begins when she/he enters the premises and ends when the he/she is signed out, via the kiosk. In keeping with the Policies and Procedures for the safety and protection of children, and in keeping with Duty of Care considerations, GOSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Service.

If an authorised person on your child's contact list is unknown by sight to GOSHC educators, authorised person shall be required to provide photo identification on arrival before the child is released to them.

It is the parent/guardian's responsibility to keep information up to date on the child's enrolment form via the App. Any person collecting a child who is not listed on the children's online enrolment will not be permitted to collect a child.

Each authorised person must use their own unique log in details when signing children in and out via the kiosk.

Please complete all information for contacts to allow digital sign out on collection. Please do not share your log in with family and friends, they will be assisted to create their own on arrival.

SHARING LOG ON DETAILS CREATES A SECURITY RISK FOR YOUR CHILD.

(Please keep in mind that we have a casual staff working different days and an unfamiliar family member may be asked for ID several times before all staff becomes familiar with the contact)

UNIFORM SHOP

An order form may be completed with credit card details and handed to GOSHC staff whom will collect the order during the usual uniform shop operating hours ready for you to collect from GOSHC

SCHOOL HOURS MEDICATION

If your child requires medication during school time a school medication form may be collected from GOSHC staff, should you be unable to get to the school administration.

Please make yourself familiar with the Glenvale School Medication Policy which states a doctor must authorise all medication.

**GLENVALE SCHOOL AND GLENVALE OSHC are separate entities. (Glenvale school is run by Education QLD Glenvale OSHC is run by Glenvale State School P and C). You will need to update all information with both of us, provide separate court orders, medical care plans, and advise us separately when your child will be absent.*

MEDICATION AT GOSHC

GOSHC educators can give medication if:

- a medication authority form is signed.
- Medication is provided in original packaging and has a chemist label on it with
 - ✓ the prescribing doctors name
 - ✓ child's name
 - ✓ dosage requirements (amount and times to be administered)
 - ✓ expiry date of medication

EARLY SIGN OUT FOR BEFORE SCHOOL CARE/LATE ARRIVAL TO AFTER SCHOOL CARE

Staff have a Duty of Care to your child once signed into GOSHC, if you wish for him/her to be signed out of Before School Care before 8.30 am or your child will be arriving late to ASC i.e choir/sports practice etc **Please inform GOSHC in writing/email or Activity Release Forms are available at the sign in desk.** We are unable to allow children to leave our care early without written permission. If your child is going to an afterschool activity they are to come to GOSHC first and be signed in before attending the activity.

EDUCATORS PRACTICE

GOSHC is committed to providing quality outcomes for children through ensuring that educators practices reflect the services philosophy and goals and quality principles as outlined in the 'My Time, Our Place' Framework for School Age Care.

The service applies professional standards to guide educator's practices and decision making within the service and provides opportunities for educators to acquire the skills and knowledge to enable them to fulfil their role.

Staff are more than happy to discuss the programming and all aspects of the National Quality Framework including the Outside School Hours Care curriculum, "My Time Our Place" and the Quality Standards. As a part of the curriculum we use the QIKIDS JOURNEY platform which you will be allocated a login and password to access photos and information in relation to your child's day at GOSHC.

AFTERSCHOOL CARE ROUTINE

An educator will 'sign in' children on the ipads as they arrive after class. Parents/guardians are responsible for 'sign out'. This is a legislative requirement and failure for authorised contacts to sign children out using their own unique pin number will result in children's places being suspended. Please do not allow children to sign themselves out. This is a serious safety breach.

Each afternoon children are signed in on arrival, any child on the roll but not present, staff will do their best to locate by calling contact numbers and put a call over at the school for children who have "forgotten" to come to GOSHC and may be at drop off zones.

- Please remind your child they are to come directly to GOSHC when the bell rings at 3pm. If they need to go to the library, see a teacher etc they are to ask the GOSHC staff prior

If your child will be away, you must cancel their booking via the Storypark manage App prior to the session commencing.

A fee of \$20 is applied to your account when staff are required to locate children.

PREP CHILDREN

From Term 4 we ease prep children into walking themselves to GOSHC. Classroom teachers are notified which children will be attending which days and a GOSHC staff member spends at least the first week of term 4 in the prep area guiding the children up to the GOSHC area and encouraging their independence. Children apply sun cream, put bags away and wash hands for afternoon tea. The afternoon tea menu is displayed in the GOSHC room. Afternoon tea of fruit & vegetable platters as well as a variety of sweet & savoury options are offered to children each afternoon.

Children are split into 2 group's Prep-yr2 and Yrs3-6 for afternoon tea; this allows snack time to be less hectic and more enjoyable for all. This is of course is flexible and siblings may stay together if they prefer.

HOMEWORK

Please keep in mind we have the capacity to care for 105 children at GOSHC in each session.

GOSHC staff will remind children about homework and prompt them to do it however please keep in mind it is not GOSHC's responsibility to know what each child is required to do for homework, to sit with individual children and help with home reading, sight words etc. Given the number of children enrolled in GOSHC each day this is not possible

TOILETS

GOSHC uses the junior school toilets; older girls may use the staff toilets with individual permission from the coordinator or assistant coordinator if required. Children must notify staff they wish to go to the toilet and travel in pairs.

Children whom have toileting accidents will be encouraged to clean themselves up with educator assistance. If your child is prone to accidents please ensure you provide changes of clothes.

It is not the educator's responsibility to be changing children and you will receive a phone call to collect children if this can not be carried out independently by the child and or there is inadequate changes of clothes for the child.

ACTIVITIES & EXPERIENCES

GOSHC Educators strongly encourage the children at GOSHC to choose activities based on their interests. Through your Storypark App you will have access to documentation, engaging you with what the children are involved in during their time at GOSHC, meeting the needs and interests of the children in care and ensuring a cycle of learning is happening at all times.

The program is displayed at the parent sign in desks and is completed daily to reflect children's interests. (If you would like more information on the principles and practices of play in OSHC please do not hesitate to talk to our educators).

We invite and encourage parents to share ideas and input into all aspects of the GOSHC program.

ON ARRIVAL TO COLLECT YOUR CHILD:

You will be required to sign your child out through Storypark manage kiosk on the ipad.

If your child is in the hall or on the oval staff will notify them by walkie talkie that they are going home. You are more than welcome to stay and spend time with your child any time.

VACATION CARE

Programs are available for each vacation care period 4 weeks prior to the first day of vacation care.

Bookings for vacation care will be taken no sooner than the Monday 4 weeks prior to the first day of vacation care. Bookings can be made via the Storypark App

Permanent booked days for BSC/ASC do not carry over to vacation care. Bookings must be made separately.

CANCELLATIONS FOR VACATION CARE MUST BE MADE 2 WEEKS PRIOR TO THE LAST DAY OF TERM. IF CANCELLATIONS ARE NOT MADE BY THIS DATE FULL FEES PLUS ANY EXCURSION COSTS THAT FALL ON THE BOOKED DAY WILL BE CHARGED.

JANUARY VACATION CARE BOOKINGS MUST BE CANCELLED BY THE LAST DAY OF WEEK 1 VAC CARE IN DECEMBER.

Authorised contacts are responsible to 'sign in' for each of their children at the time of arrival and to 'sign out' each of their children at the time of departure via the Storypark kiosk App on GOSHC I pads,

The program highlights activities for each day. These activities are a combination of children's interests, extensions of activities children have been involved in and intentional teaching experiences, put in place to scaffold children's learning.

BRING TO VACATION CARE EVERYDAY:

- ✓ Broad brimmed hat
- ✓ Water bottle
- ✓ Morningtea
- ✓ lunch

EXCURSION DAYS:

- ✓ sign a permission form

ENSURE EVERYTHING LISTED ON THE EXCURSION FORM IS PROVIDED

Be aware of departure and return times on excursion days.

EXCURSIONS

Excursions are programmed each vacation care period. All relevant information for each excursion can be found on the permission form which can be downloaded via the Storypark App
Fees for excursions are added onto your account, you do not need to pay separately.

You will be required to sign a permission form for each excursion your child attends. If permission forms are not completed your child cannot attend. This is parent's/Guardian's responsibility to follow up. Programmes and forms are emailed to all families 4 weeks prior to each vacation care period, they can also be found at the sign in desk at GOSHC and in the hall.

Children whom do not arrive on time for excursions or have incorrect requirements as listed on permission forms, which may include but is not limited to: sun safe clothing, no water bottle, no broad brimmed hat, no enclosed shoes, sun safe swim shirts etc. as set out on each permission form may be excluded from attending.

A risk assessment is completed for all excursions and staff child ratios set accordingly.

Occasionally due to unforeseen circumstances excursions may be cancelled at short notice, in this instance a credit will be made to your account.

TECHNOLOGY

Children are permitted to bring electronic devices to vacation care i.e. DS, IPOD. IPAD etc. Staff will provide a basket away from children's access to store these in when not in use however staff cannot be held responsible for any loss or damage. There may also be times during the day when these devices will be put away to encourage children to participate in other offline activities

Children & parents/guardians must return a completed Online Safety Agreement in order to use any form of technology including their own devices at GOSHC.

QUIET TIME

Many children have very long, active days at vacation care so a quiet time is programmed in during the day for Prep –year 2 children and older children are also welcome to join them.

MEALS

Morning tea and lunch are not provided by the centre, when considering what to send your child we encourage you to make healthy choices. Cold food cannot be kept in the fridge at GOSHC when and a cold pack in lunch boxes is required. We discourage 2-minute noodles as these have little nutritional value and are extremely time consuming for staff to make when a large number of children bring them. While we understand the importance of your child independently packing their lunch boxes, please check there is sufficient food to sustain them for the day. We also encourage a little extra food during school holidays in lunchboxes as the children are extremely active. A fee may be charged if GOSHC is repeatedly required to supply morning tea/lunch for your child.

*Please be mindful of what food you send on excursion days for your child.
Food cannot be heated etc when we are away from the centre.*

EXCLUSION FOR BEHAVIOURAL REASONS

The Service has a Duty of Care to all children who attend and educators who work within, the Service *if*;

- A child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons in the service;
- In the Co-ordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in the service; and
- The behaviour support and management procedures (see policy 2.6) have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures;

then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing of others, may be excluded from the Service temporarily or, in some cases permanently.

The main school is notified of all behavioural issues occurring at GOSHC.

GOSHC recognises the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children and the variety of diverse backgrounds.

Behaviour support and management strategies play a vital role in providing a safe and happy environment and are approached by:

- Applying appropriate measures (in keeping with community standards);
- Focusing on supporting children to develop skills to self-regulate;
- Preserving and promoting children's self-esteem;
- Having regard to the other principles set out in the Philosophy Statement of the service.

INFECTIOUS DISEASES

GOSHC 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*, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents, with infectious diseases will be excluded from attending the Service to prevent the diseases spreading to others.

When infectious disease is referred to in these policies and procedures, it means communicable diseases and notifiable diseases (see Commonwealth Department of Health at www.health.gov.au)

The publication "Staying Healthy in Childcare" provides information about communicable diseases and is used as a guide for incubation and exclusion periods. This can be found at the sign in desk for your perusal.

CHILDREN WHO DO HAVE AN UP TO DATE AUTHORISED IMMUNISATION SCHEDULE ON FILE WILL BE EXCLUDED FROM GOSHC SHOULD THERE BE AN OUTBREAK OF A COMMUNICABLE DISEASE.

MEDICATION

In the interests of health and wellbeing of the children, the Service will only permit medication to be given to a child if it is in its; original packaging with a chemist label attached. The chemist label must state the Doctors name, child's name, dose of medication required, expiry date and be provided in the original packaging. Parent/Guardians must fill out an authority form for staff to administer medication and sign each day on collection of the medication that it has been administered.

The service recognizes and acknowledges the skill and competence of children and work collaboratively with families to enable children to self-administer medications, with prior parent authority. I.e. Ventolin

OVER THE COUNTER MEDICATIONS CANNOT BE GIVEN BY STAFF.

ANAPHALAXIS MANAGEMENT

GOSHC recognizes the increasing prevalence of children attending 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.

The centre keeps a Junior Anaphylaxis pen on the premises for emergencies, parents/ guardians are required to fill out an Emergency Medical Plan in conjunction with their doctor as well as complete a risk minimisation plan and communication plan, on enrolment.

Please be aware that if your child has an epi-pen at school GOSHC staff cannot always access it before and after school hours and school holidays. In these circumstances you may need to see your GP about an additional prescription so a pen can be kept at GOSHC.

GOSHC DISCOURAGES ALL NUT PRODUCTS BEING BROUGHT TO THE CENTRE.

Children with Allergies must provide a medical Care Plan from a medical Practitioner

GOSHC will then develop a risk minimisation and communication plan which you will be required to sign off

ASTHMA

The service strives to provide a safe and suitable environment for all children attending the service. 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.

Parents/guardians will be required to complete an emergency Medical management Form in conjunction with their doctor as well as a risk minimisation and communication plan. Regardless of the severity a form must be completed annually as mild asthma can be very serious

**Children with Asthma must provide a medical Care Plan from a medical Practitioner
GOSHC will then develop a risk minimisation and communication plan which you will be required to sign off
GOSHC is required to hold medication should your child require it while in attendance at GOSHC.**

The chemist label must state the Doctors name, child's name, dose of medication required, expiry date and be provided in the original packaging.

Parent/Guardians must fill out an authority form for staff to administer medication and sign each day on collection of the medication that it has been administered

INCLUDING CHILDREN WITH ADDITIONAL NEEDS

GOSHC recognises that additional support may be required when including children with additional needs into the program. These procedures will support the successful inclusion of children with additional needs through implementing practices which are conducive to a supportive environment to children, families and educators. When accepting new enrolments, consideration is always given to the group of children as a whole as we have a duty of care to every child enrolled at GOSHC, decisions are based on what is best for the group as a whole.

COMPLAINTS

The Service invites positive feedback and complaints from children, parents/guardians, staff and the community, to ensure we are following best practice and providing quality care for your child. Through this feedback we can implement plans to ensure continued improvement.

The Service respects and considers all complaints which require a resolution and attempts to find a satisfactory resolution for all parties wherever possible.

PROCEDURES FOR COMPLAINTS

The Co-coordinator shall be the first contact for all complaints. This can be done by direct contact or in a written manner. However, you also have direct access to the Parents and Citizens Association Executive Committee, and the Co-coordinator will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Co-coordinator;
- the complainant is not comfortable to take the complaint to the Co-ordinator; • the complainant is not satisfied with the Co-ordinator's handling of the complaint;
- the complaint is about a matter of Management and Administration Policy.

GOSHC Approved Provider: pandc@glenvaless.eq.edu.au

- **OECEC:** (Office of Early Childhood, Education and Care)

Toowoomba TAFE, B Block

100 Bridge St

Ph: 0746163791 Email: toowoomba.ecec@qed.qld.gov.au

PRIVACY

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children and others. The Service 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.

GUIDELINES FOR CHILDREN

It is the responsibility of the Parent/Guardian to ensure each child attending the program is aware of the following guidelines.

1. Children are to be signed in promptly and need to report to a staff member to be signed in. They are to come directly to GOSHC when released from class prior to going anywhere else.
2. Children are NOT to leave the school grounds until the person collecting them has signed them out.
3. Children are to be polite to the staff and other children in attendance.
4. Children will be respectful to staff and other children as well as equipment belonging to the program or the school.
5. Children must adhere to school rules and play only in areas directed by GOSHC Staff.
6. Children are to be responsible for returning equipment to its proper place after they have finished using it and for cleaning up equipment they have been using.
7. Children are required to wear a broad brimmed hat, and sun safe clothing outdoors
8. Children are required to apply sun cream unless specified in writing by the parent /caregiver.
9. Children must adhere to the Online Safety Agreement or be excluded from using all Technology while at GOSHC

SUN SMART

GOSHC encourages and promotes the need to protect children's skin and educate them about sun smart behaviour, thus reducing skin damage from exposure to the sun. The purpose of this is to ensure that all children attending our service are protected from the harmful effects of the sun throughout the year.

Children are required to wear sun smart clothing.

Preferably a t-shirt or dress with sleeves and a wide brimmed hat (no caps or tennis shades) are required, singlet tops are not encouraged.

We have a **NO HAT NO PLAY POLICY**. The centre supplies SPF 30+ permission to apply this is included on the enrolment form. The service will provide environments that support Sun Safe practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices

GOHSC uses the QLD Cancer Council App to advise us of when the UV is over 3 and children are required to wear sun protection.

PARKING

GOSHC parking is at the front of the school, you will find a blue line leading up to GOSHC from the main school office which is also wheel chair accessible and lit for winter evenings.

FOR MORE INFORMATION, THE POLICIES AND PROCEDURES FOR GLENVALE OSHC CAN BE FOUND AT THE SIGN IN DESK OR EMAILED ON REQUEST.

No Smoking

To maintain the ongoing health and wellbeing of children, families, educators and community members, the service actively encourages and provides a smoke free environment. This demonstrates a commitment to the health and wellbeing of all who use the service. We hope you and your children enjoy your time at Glenvale OSHC.

4.6 Medication Policy

In the support of children and their health and medical needs, the administration of medication can be necessary for providing care. The service is committed to upholding a high standard of safety in managing the health and medical needs of children. In the interests of the health and wellbeing of the children and compliance with legislation, the service will only permit medication to be given to a child if it is in its original packaging with a pharmacy label attached.

To remove any doubt, no child can attend the service without access to required medication. If medication is required for a child's care, the medication must be supplied by the parent for education and care to be provided by the service.

Where the Medication Administration policy is relevant to a child's relevant health or medical need, it should read alongside policy 4.5 Children with Medical Conditions. Children requiring medication for an infectious disease, should have fulfilled the requirements of exclusion/isolation before returning to the service (see 4.2 Infectious Disease – Prevention and Response).

Self-administration of medication will be facilitated in working collaboratively with parents/caregivers. Self-administration of medication is only authorised with written authorisation from the parent/caregiver, where a child has the capacity to safely administer their medication.

The service will cater for children's medical needs, which may occur as the result of either:

- Short-term requirement – such as medical needs like a temporary illness that the child will recover from in a short period (e.g. tonsillitis, chest infection, etc.)
- Long-term - typically more ongoing medical or health conditions requiring medication to treat or manage symptoms (e.g. asthma, diabetes, anaphylaxis, epilepsy, celiac disease).

Additionally, the service on occasions may need to administer medication because of an emergency. In these instances, requirements for authorisation are lessened. All employees will understand the requirements and procedures for administering medication in an emergency.

A copy of this policy is to be provided to the parent/caregiver where there is awareness that the child has a specific health care need, allergy or other relevant medical condition requiring medication (along with the Children with Medical Conditions policy).

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 90-96, 160-162 & 168 (2)(d)*.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety Act 2011*
- *Health (Drugs and Poisons) Regulation 1996*
- *Public Health (Medicinal Cannabis) Act 2016*
- *National Quality Standard, Quality Areas: 2 – Children's health and safety; 4 - Staffing arrangements; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Related Policies

- 2.2 Commitment to the Health, Safety and Protection of Children
- 2.13 Supervision of Children & Providing a Child-Safe Environment
- 3.4 Excursions
- 4.1 Infectious Diseases – Prevention and Response
- 4.2 Hygiene, Health and Wellbeing Practices
- 4.3 Incident, Illness, Injury or Trauma
- 4.5 Children with Medical Conditions
- 4.4 Administration of First Aid
- 6.3 Workplace Health and Safety
- 9.2 Enrolment and Orientation
- 10.4 Information Handling (Privacy and Confidentiality)
- 10.6 Risk Management
- 10.15 Managing Notifications

Appendices and Forms

- Medication Administration and Authority Form

Procedures

Permission/Authority (Regulation 92-93)

Upon enrolment, parents and families are provided with information explaining the expectations for notifying the service of health, medical or other relevant care needs, including any changes to these. Parents can communicate the need for children to be administered medication at any time during the child's enrolment at the service – either for ongoing requirement or for a fixed time.

A parent (or persons with relevant authority named in the enrolment form) are required to complete a **Medication Authority and Administration Form** when medication must be administered by or at the service. Within the Medication Authority, parents (or another relevant authorised person) will be required to advise:

- Name(s) of medication(s) to be administered:
- Time and date the medication(s) were last administered
- The time and date [or the circumstances under which,] the medication should be next administered.
- Dosage of medication to be administered
- Method (e.g. oral) medication to be administered
- Any additional instructions or information (i.e. medication required to be refrigerated).

Additionally, the Record is required to contain:

- The name of the child
- The signature of the parent (or person named in the enrolment records) authorising the administration of the medication

Administration of Medication (Regulation 93 & 95)

Except for an emergency, staff members will only be permitted to administer medication to a child if it is:

- In its original package/container
 - Where the medication is prescribed - with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period
 - Where over-the-counter medication - bearing the original label and instructions and before the expiry or use by date
- Has been authorised by a parent (or person named in the child's enrolment form),
- In accordance with the details outlined in the Medication Authority and Administering Form completed by the parent (or person named in the enrolment form).
- In accordance with any written or verbal instructions provided by a registered medical practitioner

All medication will be administered by the Nominated Supervisor/Responsible Person, or a delegated educator nominated by the Nominated Supervisor or Responsible Person. An additional educator will also be required to witness the administration of medication.

Administration of medication will be recorded in a Medication Authority and Administration Form. The person administering medication and the witnessing educator must complete the following details:

- the dosage that was administered
- the method/manner in which the medication was administered
- the time and date the medication was administered
- the name and signature of the person who administered the medication
- the name and signature of that educator who witness the medication administration.

Upon collection of the child from the service, the parent will be informed of the medication being administered and sign the record to acknowledge this notice.

All medical authorisations/authorities and/or administration records will be stored securely with the child's enrolment records (see 10.4 Information Handling (Privacy and Confidentiality)).

Emergency Administration of Medication (Regulation 93-95)

In the case of an emergency, authorisation to administer medication can be given verbally, when:

- a parent (or a person named and authorised in the child's enrolment record) consents to administration of medication; or
- if a parent (or person named in the enrolment record) cannot reasonably be contacted in the circumstances, a registered medical practitioner or an emergency service.

Where medication is administered in an emergency, the Nominated Supervisor/Responsible Person must notify the parent of the child as soon as practicable. Written notice (Incident, Illness, Injury or Trauma Report) must be supplied to a parent (or other authorised person) as soon as practicable (but within 24 hours)

Anaphylaxis or Asthma Emergency

- Medication may be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency.
- Where emergency anaphylaxis or asthma medication has been administered to a child, the Nominated Supervisor/Responsible Person must notify the parent of the child and emergency services as soon as is practicable.

Where medication is administered to a child in an emergency, steps contained in 4.3 Incident, Illness, Injury or Trauma may be required, including but not limited to reporting and notifying the incident (10.15 Managing Notifications)

Medication Storage and Transport

Storage

Unless subject to self-administration procedures, all medication will be stored in a locked cupboard or lockable refrigerated container. Storage should prevent unsupervised access and/or contamination to medicines.

Transporting Medication

The Nominated Supervisor (or Responsible Person) will discuss with parents and agree to relevant plans for the safe transportation of medication. Ideally, all medication will be transported in the care of a responsible adult. All transportation must uphold the service's commitment to the safety and protection of children.

Any medication which is no longer required to be administered by the service will be returned to the parent.

Children's Self-administering Medication (Regulation 90 (2)&(3), 92 & 95- 96)

See Children with Medical Conditions Policy

4.6.1 Medication Authority and Administration Form

Authorisation and Medication Details			
Child's Name		DOB	/ /
Name(s) of medication(s) to be administered:			
Time and date the medication(s) were last administered			
The time and date [or the circumstances under which,] the medication should be next administered.			
Dosage of medication to be administered		Id self-administer medication?	
Method (e.g. oral) medication to be administered			
Any additional instructions or information (i.e. medication required to be refrigerated)			
<p>I,[parent or person named in enrolment form], give authorisation for the medication(s) listed above to be administered by the service, as described.</p> <p><input type="checkbox"/> I acknowledge the service can only administer medication from its original container, bearing the original label and instructions, and within the expiry/used-by date printed on the container/label. Where the medication is a prescribed medication, the label must have the name of the child whom the medication is to be given.</p> <p><input type="checkbox"/> I recognise medication will only be administered by the service in accordance with the instructions attached to the medication or otherwise instructed by a registered medical practitioner.</p>			
Signature		Date	