

Outside School Hours Care Demonstration Program Parent Handbook

Current as of December 2018

Distinctive Options is a not-for-profit organisation that began in Sunbury over 25 years ago and is running programs in Melton, St Albans, Bendigo and now Kangaroo Flat. We work with and support people to achieve the best possible life outcomes. Our aim is to improve the quality of life for people with a disability and their family.

The Outside School Hours Care (OSHC) Demonstration Program has been developed by the Department of Education and Training (DET) to evaluate the effectiveness of an OSHC model for students with disabilities across Victoria. Distinctive Options has been funded to provide this to selected schools.

The program has been approved by the Victorian Department of Education and licensed with the Australian Children's Education and Care Quality Authority (ACECQA). We operate under the *Education and Care Services National Law Act (2010)* and *Education and Care Services National Regulations Act (2011)*. Our programs meet Australian and Victorian education regulations, including the National Quality Framework and the My Time Our Place framework.

Philosophy

We aim to provide a high quality, flexible and accountable Outside School Hours Care program which offers a range of activities to encourage children to develop in a safe and fun environment. Children's physical, emotional and social needs are respected and their individual uniqueness is valued. We acknowledge the often complex needs of each child attending the program and aim to respond to these needs with sensitivity and respect. Children's and staff member's different views, values and beliefs are celebrated and shared. We encourage parental and community participation and welcome open discussion on all issues relevant to the service's operation. We aim for continuous improvement in all aspects of our program and service.

Program Goals

The goals of our program are:

- To provide safe, secure and stimulating care for children
- To enable each child to develop emotionally, socially, physically and culturally
- To meet individual needs and appreciate children's diversity
- To enable each child to grow in skill, confidence and responsibilities
- To provide each child with a sense of acceptance, accomplishment, growth and competence
- To enable staff and families to develop a relationship built on trust and respect
- To enable families to spend time working or with their family without being concerned about the welfare, safety and care of their child

Venue Details

Program	Address	Hours	Places
Bendigo Special Developmental School	26-32 Lockwood Road, Kangaroo Flat	School term 3:15pm – 5:30pm	30

For all enquiries, comments or grievances please contact the program's Educational Leader.

Feedback

Feedback from families, including children, is valuable to management and all staff involved. We encourage you to let us know how we are going and provide us with suggestions to improve the experience for you and your children. Feedback received is communicated with staff and is used in future planning and professional development.

Parent/Guardian Obligations

Parents/guardians are obliged to:

1. Provide **all** details requested on the enrolment form.
2. Sign out children when collecting them from the program.
3. Collect children within the operating hours of the program.
4. Inform the Educational Leader of any issues relating to the health and wellbeing of children.
5. Keep children at home if they are unwell or have an infectious disease.

Complaints, Grievances and Appeals

If a child, staff member, parent or guardian feels dissatisfied or concerned about the conditions of the service they are encouraged to seek a resolution as quickly as possible. Grievances and complaints will be addressed, investigated and managed fairly and documented in a timely manner. An effort should first be made to resolve the matter amicably and informally with the parties involved. If this is unsuccessful, the program coordinator should be contacted. If the complaint cannot be resolved internally, it can be directed to the Victorian Department of Education and Training. Records of any formal complaints and processes towards resolution will be documented and retained. The Victorian Department of Education will immediately be contacted where a complaint alleges the safety, health or wellbeing of a child was or is being compromised or that the law has been breached.

Program Contact Details

Bendigo Special Developmental School OSHC Program Leader: Gavin Hicks

OSHC Mobile Number: 0481 080 331

OSHC Email: gavin.hicks@d-o.com.au

Story Park: Program Updates for Parents / Carers

Enrolment and Orientation

Enrolment

All Families/carers are entitled to enquire in the program. Enrolment forms will be sent home as places become available. Families/ carers are encouraged to contact the OSHC Educational leader to discuss their children's needs.

In order to attend the program, each child must have a completed enrolment form and be formally accepted into the program. Staff reserve the right to discuss a child's needs with their classroom teacher and/or school welfare officer (or equivalent) before the child starts attending the program.

Enrolment is an annual process and attendance in the previous year does not guarantee a place in the current year.

Confidentiality

The program collects sensitive information for enrolment records with family consent. Only information required for effective service delivery is collected. Personal information will remain strictly confidential according to the National Privacy Principles (NPPs) under the *Privacy Act 1988* and the *Information Privacy Act 2000 (Victoria)*. Information will be stored securely and protected from unauthorised access. Personal information will not be disclosed without written consent from the individual involved.

Signing Children In & Out

For after school care, staff will sign in students upon arrival at the program. For holiday care, parents/guardians must sign in students upon arrival at the program.

When collecting children, the authorised person **must sign out** the child on the sign out sheet. Only individuals identified on a child's enrolment form are authorised to sign them out of the program. Written permission from parents/guardians must be provided for children to be collected by anyone not identified on the enrolment form. Photo ID will need to be shown upon pick up and individuals must be over 18 years of age to collect children. **Under no circumstances will any staff member allow a child to be removed from the centre by an unauthorised person.**

If children are not collected by pm and every effort has been made to contact parents/guardians, emergency contacts will be called to collect the child. If no contact can be made, the police will be called and the matter will remain with them.

Late Collection Policy

Children who repeatedly collected after 5.30pm may be excluded from attending the program.

Cancellations and Absences

Parents/carers must ring the OSHC Education Leader **before 11am** to report an absence. If a child is picked up early from school and will not be attending the program the educational leader must be contacted.

Child Safety and Custody Issues

We have a duty of care to ensure that children are protected whilst attending the program. Child custody arrangements are strictly followed. If there are any custody issues that staff need to be aware of, please notify staff accordingly and provide copies of all legal documents. Any information you provide will be kept completely confidential.

Program

Our staff are committed to providing an engaging program that supports each student's needs and interests. Our programming aligns with the National Quality Framework and the 'My Time, Our Place' Framework for School Age Care in Australia which targets five developmental outcomes: identity, community, wellbeing, learning and communication. A variety of structured and unstructured activities will be provided each day, utilising both indoor and outdoor spaces. Activities may include games, construction, music, art, craft, sport, dance, gardening, and cooking. The activities planned are designed to encourage participation of all children regardless of age, gender, cultural background and ability. We appreciate that some children may need to relax and unwind after school and therefore we have areas available for children to withdraw when needed.

Staffing

We follow an overall program ratio of 1 staff : 4 children which can be decreased depending on children's needs. Staff members hold relevant qualifications in accordance with the National Quality Framework. The name of the person responsible for the service will be on display each day.

What to Bring

Children should have the following items when attending the program:

- A refillable drink bottle.
- Any specific food preferences
- A Sun Smart approved hat for outside play in terms 1 and 4. Children without hats or with inappropriate hats will be restricted to areas that offer protection e.g. indoors, shaded areas, etc.

All belongings should be labelled. Valuables and money should be left at home. The program will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

Food and Nutrition

Healthy, nutritious snacks based on the current *Dietary Guidelines for Children and Adolescents in Australia (2003)* are provided for children at the program. Parents/guardians should describe any food requirements in the child's enrolment form.

Children should bring their own refillable water bottle. Drinking water will be provided and available at all times.

Cooking activities are also included in program planning as part of children's snacks. During cooking activities, food allergies and dietary requirements will be catered for as requested in enrolment forms and in consultation between staff and parents/guardians. If a child begins a special diet or develops an allergy after they have been enrolled, parents/guardians must advise staff and update the child's enrolment form.

Any food provided at the program is prepared, handled and stored to the Food Standards Australia New Zealand Act 1991. Staff model food safety to assist with hygiene and food handling education for children.

Standards of Behaviour

For the program to be run smoothly and safely, we expect that all families and children will act in a safe and sensible manner. Distinctive Options understands that working with children with an intellectual and/or cognitive impairment brings additional challenges relating to communication and behaviour. Children are encouraged to be respectful of others, use appropriate and positive language and listen to others when they are speaking. Staff will provide positive guidance to encourage children to make safe choices (e.g. 'walk inside' rather than 'don't run'). Individual behaviour plans may be set up where appropriate in conjunction with children, parents/guardians and staff. If a child's behaviour is putting themselves, other children and/or staff in danger, they may be excluded from the program.

Medical and Emergency Management

Medical Conditions

To ensure the best possible care for all children, we ask that families communicate with us regarding medical concerns and provide any relevant details that will assist us in providing a safe and informed environment.

Staff have been trained to recognise the symptoms of an asthma attack and allergic or anaphylaxis reactions and have current training in the use of asthma medications and auto-injection devices. For children diagnosed with asthma, anaphylaxis or diabetes, a completed copy of the child's management plan must be provided to staff before the child can attend the program. Asthma management forms can be downloaded from www.asthma.org.au. Anaphylaxis action plans can be downloaded from www.allergyfacts.org.au. Diabetes management plans can be downloaded from www.diabetesvic.org.au. Parents and staff may further develop a risk minimisation plan and communications plan for children with these medical conditions.

Families with a child diagnosed with a different medical condition must complete the Medical Management, Risk Minimisation and Communication Plan found in the enrolment form.

Medication

Medication will only be administered where parents/guardians have completed a *Medication Authority Form* and provided it to staff in advance. This includes over the counter medication. Medication must be in its original package or in a blister pack with the child's name, doctor's name, dosage and times written on it. We recommend speaking with your pharmacist about the best option for your child. All medication will be stored in a clearly labelled container out of children's reach.

Accidents/Illness/Trauma

Staff will have a first aid kit nearby at all times. A first aid kit will be taken with staff when children are playing outdoors.

All accidents and illnesses and the treatment given for these will be recorded. Parents or guardians of children who have had an accident or been unwell may be notified by phone and will be asked to sign the record of the incident when collecting their child.

In the case of an emergency where staff are able to adequately treat a child, the closest staff member with a current First Aid Certificate will provide the appropriate care.

If a child becomes unwell or suffers a serious injury, the parent or guardian will be contacted to pick up the child. If no parent or guardian is able to be contacted, emergency contacts will be called. The child will be made comfortable and separated from the other children until they are collected.

In the case of an emergency where staff are not able to adequately treat the child and the child's wellbeing is at risk, an ambulance will be called and parents/guardians will be contacted immediately. The cost of the ambulance or any medical expenses will be covered by the child's family. Staff will not transport children in their own vehicles under any circumstances.

Infectious Diseases Exclusion

Children with an infectious disease are excluded from the program and are not permitted to attend until they have satisfied conditions to return (refer to infectious diseases exclusion table below). If children display symptoms of an infectious disease whilst at the program, parents/guardians will be contacted and the child will be sent home. Where there is an occurrence of an infectious disease, parents will be informed by means of a notice at the program.

Emergency and Evacuation

Program staff will follow emergency and evacuation procedures set out by Distinctive Options in line with the school's procedures. The procedures can be viewed in the policies and procedures manual available from the program. Emergency procedures and evacuation plans are clearly displayed at all exits of the service. Staff and children practice emergency procedures every three months.

Infectious Diseases Exclusion Table

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Chickenpox	Exclude until all blisters have dried.	Any child with an immune deficiency or receiving chemotherapy.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received.	Family/household contacts.
Hand, Foot and Mouth disease	Exclude until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed.	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded.
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Impetigo (school sores)	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until well.	Not excluded unless considered necessary by the Secretary.
Leprosy	Exclude until approval to return has been given by the Secretary.	Not excluded.
Measles	Exclude until at least 4 days after onset of rash.	Unimmunised contacts excluded until 14 days after the first day of appearance of rash in the last case.

Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
Mumps	Exclude 9 days or until swelling goes down.	Not excluded.
Pertussis (whooping cough)	Exclude 21 days after onset of the cough or until they have completed 5 days of a course of antibiotic treatment.	Those aged less than 7 years who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case or until they have taken 5 days of a course of effective antibiotic treatment.
Poliomyelitis	Exclude until at least 14 days from onset and a medical certificate of recovery is received.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid and paratyphoid fever	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (intestinal)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.