

Clayfield

*Outside School Hours Care*



Parent's  
Information Handbook

Updated August 2009

## **WELCOME!**

The team at **CLAYFIELD OUTSIDE OF SCHOOL HOURS CARE** welcomes you and your child to what we hope will be an extension of your home. Our centre provides a safe, warm and stimulating environment where quality care is of the highest priority.

This child care service is licensed by the Department of Communities, under the Child Care ACT 2002 and must comply with this Act and Child Care Regulations 2003. We believe in the right of all people to use our centre, including people with disabilities, people from non-English speaking backgrounds, and Aboriginal and Torres Strait Islander people.

Our goal is to function as an extended family, providing your child with the security, warmth and love, which are basic to his or her development and growth. Children from any school are welcome. Prep children from Clayfield College may attend once they have commenced prep school.

We look forward to sharing this special time with you.

Should you require translation of this Handbook, we will endeavour to provide this service.

## **MANAGEMENT OF CLAYFIELD BEFORE AND AFTER SCHOOL CARE**

**CLAYFIELD OUTSIDE OF SCHOOL HOURS CARE** was established to provide high quality childcare for the Clayfield College School community as part of the Children's First Learning Centres Pty Ltd Centre group with the Head Office located at 103 Limestone Street, Ipswich.

Each centre is autonomous with a Centre Manager who is responsible for the day to day running of the centre. In the Centre Manager's absence, an Assistant Centre Manager assumes responsibility.

### **Children First Learning Centres Goals**

- Each child is valued and respected as an individual.
- To extend and develop each child's skills, knowledge and interests through successful experiences, which encourage the development of a healthy self concept and positive self esteem.

- To encourage social development so each child learns to interact successfully in a variety of situations.
- To be sensitive and respectful of all family's cultural and religious practices.
- To provide an environment that encourages children to develop their capabilities and interests at their own pace and according to their individual needs.
- To provide a warm, nurturing and safe environment that encourages the development of the whole child.
- To be of support to each family in all aspects of their child's development.
- To provide qualified, experienced and caring staff to meet the needs of the individual children.

## **SPECIFIC AIMS AND OBJECTIVES-OSHC**

The Outside of School Hours Care Centre is specifically designed for school age children and therefore requires specific goals and objectives.

### **Aims:**

- To provide quality care and recreation for primary school aged children in a safe, supervised environment;
- To provide a code of behaviour that encourages children to form caring relationships with the staff and other children;
- To provide a balanced variety of play and recreational activities to meet the needs and interests of children;
- To respond to families' invaluable ideas and experiences and encourage parents to contribute and participate in the decision-making process and program.

### **Objectives:**

- To teach children to relate more effectively with others;
- To develop a sense of responsibility towards people and property;
- To be an effective and communicating member of the group;
- To make creative and worthwhile use of their leisure time.

## **LOCATION:**

The Outside of School Hours Care facilities are located at 23 Gregory Street Clayfield  
On the school grounds in classrooms rooms 61 and 62 (previous year 1 classrooms)

## **HOURS OF OPERATION**

Clayfield Outside of School hours care is open 51 weeks per year. The Centre operates:

Before School Care: Monday to Friday  
6.30am – 8.30am

After School Care: Monday to Friday  
3pm – 6.30pm

Vacation Care: Monday to Friday  
(and pupil free days) 6.30am – 6.30pm

The centre is closed on public holidays.

Booking and enquiries can be made by phoning us on 3262 0271 during the following hours:

Holidays: 6.30 am -6.30pm

School Term: 6.30am - 8.30am or  
2.30pm - 6.30pm

You can also email us: [clayfield@childrenfirst.com.au](mailto:clayfield@childrenfirst.com.au)

### **Individual Centre Fees**

On enquiry at the centre you will be given information outlining the fee structure and the method of payment. Fees are reviewed twice a year in the months of January and July.

It is a policy of the **Clayfield Outside of School Hours Care** to have all fees paid to Two weeks in advance at all times. Fees may be paid weekly, fortnightly or monthly in advance. Failure to pay fees in advance may lead to cancellation of your child's enrolment. If you have trouble paying your fees, please do not hesitate to contact the Centre Manager as we may be able to help.

Casual users of the service are to pay upon collection of their children.

We would appreciate two week's advance notice of any cancellation or change to your booking to enable us to fill the place in good time. **Fees may be charged in lieu of notice.**

## **Childcare Assistance**

Childcare Benefit is a subsidy provided by the Commonwealth Government to approved long day childcare centres, family day care schemes and occasional care services and OSHC. This subsidy is then used to reduce the amount that parents are required to pay to the centre.

Parents may apply for Childcare Benefit through their local Centrelink office. Childcare Benefit is based on each family's income and in order to receive the benefit, the onus is on each family to ensure they have a current Assessment Notice. Full fees will be charged if you do not have a current assessment.

In order to receive Childcare Benefit, parents must sign each of their children in and out **EVERY DAY** they attend care via our electronic kiosks. This is a Child Care Regulation 2003 and Federal Government requirement.

On return to the centre after any absence, parents also confirm an absence.

Families will also be entitled to claim the childcare Rebate, which is not means tested but families must pass the work test criteria.

Please note: Please quote our Centre Reference Number for **After School Care /Before School Care: 407 349 306V and Vacation Care: 407 349 325H** when registering your child with the centre through the local Centrelink Department.

## **Absences Due To Illness**

You must provide a medical certificate or parent statement if absence occurs for six and up to fifteen consecutive care days.

For periods of more than fifteen consecutive days, a medical certificate must be provided on your child's return to the centre.

## **Allowable Absences**

CCB is paid for up to 42 allowable absence days for each child per financial year. Allowable absence days can be taken for any reason. Once the child has reached 42 allowable absence days a medical certificate is required in order for CCB to be paid.

If absence occurs due to an outbreak of an infectious disease, a medical certificate covering the period is required. If absence occurs due to an outbreak of an infectious disease, illness or due to period of local emergency that has been declared by Local, State or Federal Authority full fees are payable, and families will continue to be entitled to their Child Care Subsidy and Rebates. These absences in the case of a period of local emergency will not count towards the 42 allowable absences.

## **Child's Illness**

If a child is absent due to illness, full fees are payable for that day.

## **Late Fee**

We request your co-operation in dropping off and collecting children within our operating hours. If at any time you have an emergency and are going to be delayed, please contact the centre. Staff can then allay your child's concerns and make plans for their own commitments.

A late fee will apply if your child is left at the centre after closing time.

The fee is: **\$10.00** for the first 10 minutes; and  
**\$1.00** per minute thereafter.

Please note if the service has not been contacted before 6.15pm that you will be late to pick your child up the late fee:

**\$10.00 for every minute past 6.30pm**

The late fee is **NOT** subject to either Childcare Assistance or the Child Care Cash Rebate Scheme and is payable directly to staff involved in your child's care.

## **Public Holidays**

It is the policy at Clayfield Before and After School Care that **fees are payable for the days your child is booked into the centre.**

If a public holiday falls on one of the days your child is booked in, fees are still payable even though the centre is not open.

## **ATTENDANCE**

### **Arrivals and Departures**

A parent or responsible adult must accompany all children.

### **Arrivals**

On arrival at the centre please -

- Sign in *at Kiosk*
- Take children to the playroom or playground and transfer them to the care of the person in charge there.

### **Departures**

At departure time please: -

- Come in and greet your child.
- Together, say farewell to the adult in charge of the group. Please feel free to stay and discuss your child's day.
- Sign out at kiosk
- Please ensure your child and his/her siblings remain in your sight during this period.

Please note that school age siblings may not collect your child from the centre.

## Before School Care

Prep children will be dropped off and collected from their classrooms by an OSHC staff member via Gregory Street and 1:8 ratios will be applied. Children are dismissed from before school care at 8.10am when school staff members come on duty.

After school care arrival: All children from grades 3 and up are expected to come straight to the centre following their dismissal from class and are signed in by a staff member. Grades 1 and 2 children are escorted down by a teacher at 3pm.

## Authorised Persons

A responsible adult known to the Centre Manager and/or the Team Leader/Assistant must bring children into the centre. Only authorised persons (as indicated on the enrolment form) will be allowed to collect children from the centre. Please notify the Centre Manager either verbally or with a written note of any changes regarding the adult who is collecting your child. An adult other than one known to the centre requires identification (preferably photographic).

On no account will a child be allowed to go home with a parent/guardian in contravention of a custody/court order held at the centre. Such custody/court orders should be brought to the Centre Manager's attention on enrolment.

## Toys and Other Treasures from Home

No responsibility will be taken for these items if brought into the centre. It is recommended that all electronic devices be left at home.

## Lost Property

We encourage and expect school aged children to be responsible for their own belongings. A lost property box is located in the office and any items left at the centre will be placed there for collection.

## What to bring

### 5 years – 12 years

Parents of children in this age group need to bring the following items in a bag:-



1. lunch and a drink (for vacation care);
2. sun hat: legionnaires or broad brimmed hat is recommended
3. One changes of clothes (particularly if you would like your child to change out of their school uniform)

Do not send children in good clothing. Play clothes that can become a little dirty, that enable uninhibited play and that can be easily managed by the child are best. Children should be dressed according to the climate.

## **Sun Protection and Hats**

The centre will encourage the use of sun protective clothing and SPF 30+ broad-spectrum sunscreen. The centre maximises the use of available shade for outdoor activities to reduce time spent in the sun.

Hats need to be brought and worn throughout the year. Parents might prefer to leave a hat at the centre to ensure there is always one available for the child to wear. A **“NO HAT, SHADE PLAY”** policy will be enforced and children without hats will miss out on outdoor playing times.

Please ensure all items brought to the centre are **CLEARLY LABELLED AND MARKED**. Whilst all care is taken, we will not accept liability for loss or damage.

Please refer to the Sun Safe Policy located in the foyer of the centre.

## **PROGRAM**

Clayfield Before and After School Care play an important role in supporting families in the care of their children. This program also provides important social, recreational and educational experiences for children. The programming is based on observing children, evaluating their needs and interests and planning from these observations. Programmes are evaluated on a regular basis. We encourage the children to take an active role in the development of programme activities by allowing them to share ideas, contribute their interests and organise activities for others.

The skills that the programmes are based on are:-

FINE MOTOR	(small muscle development, such as manipulation)
GROSS MOTOR	(large muscle development, such as running and jumping)
SOCIAL	(learning to work cohesively with others)
EMOTIONAL	(self esteem, self worth)
COGNITIVE	(thinking, problem solving)
LANGUAGE	(speaking, communicating)



The curriculum is viewed not simply as a series of activities for children, but rather as the full range of experiences provided for children and their families at the centre.

Centre routine and program is displayed in each room. They are available for you to peruse and we invite your contribution. Please speak to your child's Team Leader, who can give you more information.

## **IMPLEMENTATION OF PROGRAMMES**

At Clayfield OSHC, indoor and outdoor play experiences are an integral part of our programme. Play is central to children's development by providing opportunities for both structured and spontaneous activities. Play is a child's unique way of learning about their world. It is also a means of expressing their knowledge about the world. Play is not wasted time, but rather time spent building new knowledge from previous experiences.

At Clayfield OSHC we plan and organise the program in response to the children's ideas, interests and capabilities. Before and After School Care programs include craft activities, a wide variety of indoor and outdoor activities and provision for homework.

Computer facilities are provided to allow students and staff to access and use a variety of computer hardware, software and information sources including the internet and e-mail.

Access to computer facilities and the internet is conditional on students and staff complying with the access guidelines, internet protocol and acceptable use policy. The Internet protocol is available to parents on enrolment and must be signed prior to commencement of care.

### **Anti Bias Policy**

Our programme is committed to multicultural education. This means we share a commitment to human rights, dignity of the individual and social justice. We strive to create a programme that reflects the diverse lives of our children, families, staff and community. We seek to recognise, appreciate and respect the uniqueness of each child.



We aim to provide opportunities for boys and girls to play freely regardless of the stereotype of the roles they choose.

Please refer to the Anti Bias Policy located in the foyer of the building.

### **Nutrition**

There is now clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh, nutritional food and well balanced meals. Please support us by making healthy choices when packing your child's lunch and snacks for the day.



Recommended foods include sandwiches, cheese, cold meat, fresh or dried fruit, prepacked fruit snacks, savoury biscuits, fruitcake, yoghurt and milk or fruit drinks.

We request that lollies, chips, soft drinks, candy bars, gum and chocolate are not sent in lunch and snack boxes.

For more ideas and guidelines speak to your Centre Manager or Team Leader. You may also refer to the Nutrition Policy located in the Policies and Procedure Manual in the foyer of the building.

### **BEHAVIOUR MODIFICATION POLICY**

Our child behaviour management policy is centred on the importance of respect and dignity for each child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed. Our aim is to provide a safe and

enjoyable place for children to stay, and your help and support with this makes it much easier for all involved. Consistency among staff and between children is essential for all discipline procedures.

Steps that we take towards establishing good behaviour management include to: -

- Establish and maintain appropriate limits for behaviour.
- Explain the appropriate use of materials and equipment.
- Reinforce positive behaviour with praise.
- Explain why certain behaviour is inappropriate or unacceptable and provide acceptable options.
- Offer children choices and encourage decision making.
- Set realistic expectations, which are age and stage appropriate.

### **Swearing**

Children use swear words because it gets a powerful response and makes them feel powerful. The secret is to remove this power by ignoring it and to make the child feel powerful in more acceptable ways. Some parents are concerned that their children will learn unacceptable language from children at the centre. The reality is that most children hear these words outside the centre from older children, adults in the community and the media. They are now at an age when they are interested in trying them out.

Please refer to the Behavioural Modification Policy located in the Policies and Procedures Folder in the foyer of the building.

## **HEALTH**

### **Child Immunisation**

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella (German Measles) have been rare in Queensland in recent years because most people in the community have been immunised against them. It is therefore easy to become complacent about the need to have children immunised. These diseases do continue to exist in our communities and children who **ARE NOT** immunised are not only at risk themselves, but also put other children at risk.



Should an outbreak of any of the above diseases occur within a centre, children who are **NOT** immunised will be excluded for the period of the outbreak?

Please refer to our immunisation policy for children located in the foyer of the building.

We feel sure you will agree that the problem of sickness and infectious diseases is very serious where so many children are in constant contact with each other.

It is extremely difficult for staff to provide the appropriate care for children who are ill, and still give attention to the rest of the group. When children are sick they need more attention, as well as quiet, warmth and rest. It is **impossible** to give a child who is



placed in a group situation this type of care, as it requires staff members to lessen their involvement with the remainder of the group.

## **WE THEREFORE REQUEST THAT CHILDREN WHO ARE SICK ARE NOT BROUGHT TO THE CENTRE.**

Please don't feel that we're going to phone you at every sign of a 'sniffle', but if we feel your child is in need of medical attention or would benefit from being home or somewhere quiet, we will contact you to inform you of your child's condition. Our staff at the centre are not qualified to diagnose your child's condition; they can only voice their concern and suggest what the problem is, using their knowledge and experience from working with children.

We do appreciate your need to be at work, therefore if you are not able to collect your child, please arrange for someone else to.

It is our Team members' responsibility for the equipment your group uses, both indoors and outdoors, and to maintain a hygienic, safe environment for all children to play in.

We ask parents to please refer to the Centre's Policies & Procedures Manual located in the foyer.

Following is a list of the most common infectious diseases and their exclusion periods: -

<b>CONDITION</b>	<b>EXCLUSION OF CASES</b>
Campylobacter	Exclude until diarrhoea has ceased.
Chicken Pox	Exclude until fully recovered or for at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Diarrhoea	Exclude until diarrhoea has ceased.
Glandular Fever (Mononucleosis)	Exclusion is not necessary.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary
Human Immune Deficiency Virus (HIV AIDS Virus)	Exclusion is not necessary unless the child has a secondary infection.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.

<b>CONDITION</b>	<b>EXCLUSION OF CASES</b>
Leprosy	Exclude until approval to return has been given by health authority.
Measles	Exclude for at least four days after the onset of the rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal Infection	Exclude until well.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.
Ringworm, Scabies, Pediculosis (lice), Trachoma	Re-admit the day after appropriate treatment has commenced.
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of rash.
Streptococcal Infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for five days after starting antibiotic treatment.
Head Lice	Exclude until treatment has been applied and eggs and lice removed.

### **Clearance letter**

A clearance letter from your child's Doctor may be required if we have any doubt about your child's suitability to return to the centre.

### **Diarrhoea and Vomiting**

Diarrhoea and vomiting are contagious and it is our policy that if your child is suffering from either of these, regardless of the cause, they must be kept away from the centre. This means that if your child has a loose motion or vomits before leaving home in the morning, the child is **NOT** to be brought to the centre. We can appreciate that it may be caused by something the child ate, but we can't be sure and we have the welfare of other children in our care to consider.

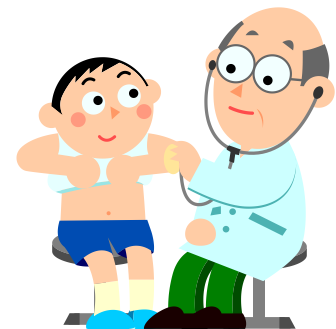
We often find that a child who has been sick in the morning usually repeats this throughout the day, or becomes even worse, and we have to contact you in any case to take the child to a Doctor.

If you are in any doubt regarding your child's health and whether to bring the child to care, **PLEASE DO NOT**, as they usually are not well enough to come.

### **Symptoms of Illness**

The following symptoms will alert you to the fact that your child could be unwell:

- Unusual spots or rashes
- Unusual behaviour (your child is cranky or less active than usual, cries more than usual, feels general discomfort or just seems unwell)
- Feverish
- Conjunctivitis (tears, redness of eyelid lining, irritation, followed by swelling and discharge);
- Breathing difficulties
- Mucus discharge from the nose (thick, green or bloody)
- Diarrhoea
- Vomiting
- Loss of appetite
- Sore throat or trouble swallowing
- Infected skin patches
- Severe persistent or prolonged coughing
- Frequent scratching of the scalp or skin
- Headache, stiff neck
- Yellowish skin or whites of eyes
- Unusually dark, tea coloured urine



What to do when a child has symptoms?

- Consult your Doctor.
- Keep your child away from the centre so that others are not infected.
- Contact an appropriate staff member and inquire if other children are suffering from similar symptoms.
- Consult the centre handbook for exclusion times and procedures in relation to giving medication at the centre.

It is important that you report any illness to appropriate staff, as this allows them to:

- Watch for signs of illness in other children.
- Alert other parents, particularly those who may be at risk themselves or who may have children who are at risk.

## What will staff do if your child develops symptoms?

As soon as staff becomes aware that your child is unwell, they will contact you.

As staff do not have the facilities to take care of sick children adequately for any length of time, and as infection can move swiftly through a group, we will ask you or your nominee to come as quickly as possible.

Parents please indicate on the sign on/off register your contact phone number each day.

## Infectious Diseases

In the case of an infectious disease the following procedure applies:

1. Parents must immediately notify the centre if their child has a contagious disease.
2. Parents will be notified when a contagious disease is diagnosed in any room. Information will be made available about the outbreak and necessary precautions.
3. If a contagious disease outbreak should occur and a child does not have the appropriate vaccination, he/she will be excluded until the outbreak is contained.
4. Should a child contract an infectious disease, the exclusion period must be adhered to.
5. If a child has a mild case of a contagious disease and wishes to return to the centre earlier than the recommended exclusion period, a medical certificate is required.

## Injections

If your child has an illness that requires injections as part of a treatment, it is the parent's responsibility to provide staff with a "Plan of Action" from a medical authority.

Injections will only be administered after formal training from a recognised medical professional whilst your child attends the centre.

## Medication

All medication must be clearly marked with the child's name, and the dosage must be clear on the pharmacist's dispensing label. **Do not leave medication of any nature in your child's bag.** Medication will be stored in the refrigerator in the locked kitchen.

Please refer to our medication policy located in the foyer of the building.



## Prescribed Medications

Prescribed medications will only be administered if the pharmaceutical label is current and intact. Medication will only be administered to the person specified on the label and Doctor's directions will be strictly adhered to.

## **Non-Prescribed Medication**

Non-prescribed medication will only be administered following directions on the bottle when parents have designated dosage and signed an authorisation form. Eg. Dimetapp, Demazin and Panadol.

## **Nebulisers/Volumatics**

Nebulisers and volumatics will only be administered with your Doctor's written consent. Medications will not be administered more often than 4 hourly.

Parents are asked to demonstrate to staff, with the child, the procedure before the initial dose.

In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the centre.

## **Authorisation of Medication Forms**

Medication forms are located in the Centre office and must be completed and signed before medication can be administered.

In cases of children's temperature rising above 37.5°C, parents will always be contacted. Should you wish us to administer Panadol in circumstances other than these, written authorisation is required.

In the event of a minor incident, first aid will be administered by staff and recorded. If a more serious incident occurs, parents will be contacted immediately. Please ensure the centre has an emergency contact number in this unlikely event.

In an emergency situation, should the person in charge determine the injuries are serious enough; an ambulance will be called immediately.

## **Serious Injury / Death**

The following procedure will be conducted by staff in the event of a serious injury or death:

1. Commence resuscitation immediately.
2. Notify ambulance to get professional help.
3. Notify senior staff to organise further help and control situation.
4. Supervise children in the centre.
5. Guide ambulance officer to appropriate area so that no time is wasted.
6. At no time leave the child unattended.
7. Remove other children from the situation.
8. Contact parents.
9. Contact Police, Centre Management and the relevant Government department.

## Dental Hygiene

Your child's teeth are important. They are used not only for eating but for speaking as well. They also help keep spaces for permanent teeth.



Children do not have the skill to use a tooth brush properly until they are about 8 years old, until they reach this age the teeth should be brushed by an adult at least once per day (as well as once by the child)

Please refer to the Dental Policy located in the foyer of the building.

## Prevention of Infection and Hygiene

### (a) Personal Hygiene

- Team members will maintain a high standard of personal cleanliness. This includes clean clothing, appropriate footwear and hair care.
- Lesions on team members and children must be covered.

### (b) Food Preparation and Handling

- All hands must be washed with soap prior to handling food.
- Dairy and meat products must be refrigerated.
- All uneaten foods need to be disposed of immediately.
- All utensils and equipment must be washed in detergent and stored appropriately.

### (c) Toileting

- All hands must be washed after using the toilet. This includes team members who take children to the toilets.
- Team members should ensure that the children flush the toilets after use.

When children are at the toilet, staff maintain a high level of supervision. If a team member is not at the toilets, only one child at a time is permitted to visit. Students are not permitted to supervise children visiting the toilet.

## When to Wash Hands

### Team Members

1. On arrival at the Centre. (to stop introduction of germs)
2. Before and after eating.
3. Before and after handling food.
4. Before and after toilet.
5. After handling body fluids (faeces, vomit, blood, etc)
6. After wiping a nose.

7. On departure from Centre.

### **Centre Hygiene**

- ☐ It is the responsibility of **all** team members to ensure that the centre is clean and tidy.
- ☐ All sleeping mats or mattresses must be disinfected weekly.
- ☐ Toys are to be disinfected daily.
- ☐ Floors are to be kept swept and free of debris.
- ☐ Food and paint spills are to be wiped up immediately.
- ☐ Tables are to be cleaned after activities and meals.
- ☐ Toilet areas are to be cleaned and disinfected at regular intervals during the day.
- ☐ Kitchen areas are to be kept clean and tidy at all times.
- ☐ Towels and tea towels are to be washed daily.

### **Hygiene Procedures**

- ☐ Gloves are to be worn in cases of accidents involving bodily wastes or bleeding, cleaning bedding and toilets.
- ☐ Dispose of gloves and cleaning materials in a closed bin.

### **SPECIAL NEEDS**

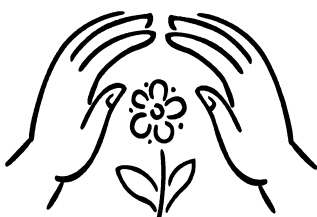
Before enrolling your child at our centre, it is important to discuss with us any special needs your child might have and how we can meet them.

Planning for children with special needs requires careful thought and often the assistance of specialists. It is important to know how the specific needs may or may not affect the child's learning and activities. This information will help us to meet the needs of the child and seek assistance from specialist and support workers.

Please help us provide excellent care for your child by bringing to our attention any special needs or problems your child may have.

### **CHILD PROTECTION POLICY**

Clayfield Outside School Hours Care strives to protect all children from physical, emotional or sexual abuse and neglect. The rights and well-being of the child remain our number one concern at all times. The Centre will:



1. Protect the child first and foremost.
2. Consider information from all available sources.

3. Maintain open lines of communication while respecting and adhering to confidentiality.
4. Work with referral agencies and professionals in the child protection area.

In response to suspected cases of abuse Clayfield OSHC will:

1. Take into account what children and parents tell us.
2. Record all observations and evidence.
3. Report to the Centre Manager and Manager of Childcare including all documentation.
4. Assess the immediate safety of staff.
5. Report to the Department of Communities, Aboriginal and Islander Affairs or to the Child Abuse Unit. (Queensland Police)

Please refer to our Child Protection policy located in the foyer of the building.

## **PARENT INVOLVEMENT**

Our centre has an 'open door' policy, which means you are most welcome to come and be with your child at any time of the day.

Parents are encouraged and invited to share their talents and time with the centre by participating in whatever way they feel most comfortable. It may vary from assisting on an excursion or simply helping with fundraising.

Parent participation is not only important because it helps the centre, but more importantly it sends strong positive messages to your child that you support them and are part of their child care world.

Our team sincerely wishes for you and your child to be happy and welcome at our centre. Be aware that a three-way relationship between parents, the caregiver and the child exists in a child care setting, and communication is a vital ingredient to the success of this relationship.



## **CONFIDENTIALITY OF CHILDRENS RECORDS**

Clayfield Outside of School Hours Care is committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act. Privacy of your personal information is important to us and we conduct our business with respect and integrity. It is important for the centre to collect relevant personal information from parents for enrolment purposes and staff maintain records of each child's individual development. Because much of this information is of a personal nature and some of it may be considered "sensitive" we understand you may not wish

to have this information unnecessarily disclosed to others. Please refer to the Centre's Confidentiality and Children's Record policy located in the Centre's foyer.

## **GRIEVANCE PROCEDURE FOR PARENTS**

We encourage open communication with parents and welcome any suggestions or comments you may have.

Parents are requested to raise any concerns they may have regarding their child's care with the Team Leader in the first instance. If the concern has not been satisfactorily resolved this should be followed by speaking to the Centre Manager. If parents would like to contact the Licensees about unresolved or sensitive issues, please do so in writing to the centre:

**Clayfield Outside of School hours Care  
23 Gregory Street Clayfield 4011  
Or telephoning  
(07) 3262 0271**

Should you at any time have a complaint about staff at the centre, please see the Centre Manager in the first instance. If the problem cannot be resolved, you have the right to contact the local:

**Department of Communities:** Located at Level 2, Muruk Haus, 230 Lutwyche Road Windsor Qld 4030 or phone them on **3109 0620**.

The **Department of Communities Child Care Information Service** contact number is **3224 4225** or free call outside Brisbane **1800 637 711**.

Please refer to the Grievance Policy and Procedures located in the foyer of the building.

## **NOTICE BOARDS / NEWSLETTERS**

Important information will be displayed on notice boards throughout the centre. Newsletters printed monthly provide current news on the centre and its activities.

## **BIRTHDAYS**

Birthdays are special times for children and the centre enjoys sharing the occasion. You may like to help in this regard by providing a cake, biscuits, packet cake (for the children to prepare) etc., on your child's birthday or the closest day to it. Please make



sure that the cake is a simple, single layer cake and not too creamy. Consider the children in your child's group who are allergic to sugar, flour etc (*you may like to consult your child's Team Leader first*).

If your child has any special dietary requirements or restrictions, please convey these to the Centre Manager and Team Leader to ensure the child is correctly fed.

*REMEMBER ... we can always arrange celebration times to coincide with your availability to join us. As children get older, they often have birthday parties at home with their friends from the centre. In order not to hurt feelings, the issuing of invitations is best handled quietly between parents outside of the centre.*

## **VISITORS**

From time to time you will see new faces at the centre. Relief staff and volunteers are screened before participating in our daily activities and must adhere to the Clayfield OSHC Philosophy whilst at the centre.

At no stage will a voluntary worker be left in charge of a group of children. The Team Leader or Assistant will always be available. However, they will interact with the children, giving help and attention as needed.

## **EXCURSIONS**

Excursions and performances will be arranged from time to time as part of your child's experience at the centre.

The OSHC service approves all excursions and

- Will only take children outside the program with the written permission of the children's family or guardians for that specific excursion,
- Ensures that the first aid kit, mobile phone, a list of all children on the excursion and the appropriate emergency contact details are taken on every excursion and are readily available to all staff at all times.
- Excursion details will be located in the office each excursion day for parent information and will be on the vacation care form.

Families **must** complete the multiple excursion consent form as well as the enrolment form in full when booking for vacation care.

Parents are encouraged to attend at any time and must sign and pay for their children to participate. The excursion slips will be on display for parents to complete when the need arises.

## **FIRE DRILLS/EMERGENCY PROCEDURES**

Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate. Emergency evacuation plans are displayed in the centre. Staff are familiar with evacuation procedures and policies. At all times, the children in our care receive our first consideration. Parents and visitors to the centre are to respect this.

Every effort will be made to make evacuation drills enjoyable rather than stressful events for the children. Please refer to the Fire Exits Plans and Procedures located in the foyer of the building and in all children's rooms.

## **ARTS AND CRAFT MATERIALS**

In our quest to extend each child's imagination, creativity and abilities, much material is needed. What you usually discard could be useful to us. We can use any of the following:

- |   |  |
|---|--|
| <input type="checkbox"/> Alfoil             | <input type="checkbox"/> Foil milk bottle tops |
| <input type="checkbox"/> Pot plants         | <input type="checkbox"/> Egg shells            |
| <input type="checkbox"/> Fur                | <input type="checkbox"/> Lids                  |
| <input type="checkbox"/> Cotton reels       | <input type="checkbox"/> Paddle pop sticks     |
| <input type="checkbox"/> Pipe cleaners      | <input type="checkbox"/> Sandpaper             |
| <input type="checkbox"/> Seeds              | <input type="checkbox"/> Dolls, toys           |
| <input type="checkbox"/> Stockings (washed) | <input type="checkbox"/> Sheets                |
| <input type="checkbox"/> Shells             | <input type="checkbox"/> Buttons               |
| <input type="checkbox"/> Paper              | <input type="checkbox"/> Cardboard             |
| <input type="checkbox"/> Any old furniture  | <input type="checkbox"/> Music - tapes, CD     |
| <input type="checkbox"/> Toothbrushes       | <input type="checkbox"/> Feathers              |
| <input type="checkbox"/> Wood off cuts      | <input type="checkbox"/> Hessian               |
| <input type="checkbox"/> Match boxes        | <input type="checkbox"/> Material scraps       |
| <input type="checkbox"/> Sawdust            | <input type="checkbox"/> Old bedspreads        |
| <input type="checkbox"/> Old typewriters    | <input type="checkbox"/> Old phones            |
| <input type="checkbox"/> Old calculator's   | <input type="checkbox"/> Old radios            |
| <input type="checkbox"/> Old cameras        | <input type="checkbox"/> Old pots and pans     |
| <input type="checkbox"/> Wool               | <input type="checkbox"/> Felt                  |
| <input type="checkbox"/> Lace               | <input type="checkbox"/> Dress up clothes      |
| <input type="checkbox"/> Wrapping paper     | <input type="checkbox"/> Tinsel                |
| <input type="checkbox"/> Cardboard boxes    | <input type="checkbox"/> basically anything    |

Please collect these items for us. They would be much appreciated and well used. Before you throw them out please consider the centre first.

## **EXTRA-CURRICULAR ACTIVITIES**

In order to support working/studying parents who wish their child to participate in extra curricular activities offered by the school Clayfield OSHC is happy to be able to provide this service.

A walk-over fee of \$2 per child will be charged to the normal After School rate. The relevant penalty fees (as well as the \$2 walk-over fee) will apply to incorrect bookings.

Please note it is important due to Staff Ratios that the service is immediately notified of any changes to your child's extra curricular activities.

After arriving as usual children will be given afternoon tea and time to change clothes if necessary.

An OSHC staff member will escort children to relevant sites as previously arranged with the parent. Every effort will be made to ensure the children remain on school grounds. **Please note:** Whilst children are attending their extra curricular activities Clayfield OSHC will not be responsible for their supervision.

Children Class requirements - times and activities will be recorded in the bookings book and on the whiteboard in the office as staff are informed by parents.

If OSHC staff are to pick up children, parents will inform staff when the booking is made, and the start and finish time will be recorded. If just a drop off is required, only the start time will be recorded.

It is the responsibility of the parent to telephone Clayfield OSHC prior to 1.30pm if their child does not require this service on a particular day. Failure to do so will result in a \$15.00 late fee that is not covered by Centrelink.

If your child continuously fails to show up at the correct pick up point within an appropriate time frame a \$15.00 fee will also be charged.

Children will not be permitted to leave the school grounds during the time they are at the centre, unless with a staff member and permission from parents/carers has been sought. To ensure the safety of all children and staff, if a child leaves the program without permission parents will be notified immediately.

The safety and well being of your child is our highest priority.

**THANK YOU FOR CHOOSING CLAYFIELD BEFORE AND AFTER  
SCHOOL CARE TO CARE FOR YOUR CHILD.**

**WE LOOK FORWARD TO A LONG AND HAPPY ASSOCIATION WITH  
YOUR FAMILY.**