



# OUT OF SCHOOL HOURS CARE (OSHC)





# Coburg North Primary School OSHC

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## **Introduction**

Welcome to the Coburg North Primary School Outside School Hours Care (OSHC)!

We aim to provide a safe and stimulating environment in which your child can play and relax before and after school. We provide, within this setting, child-centred inclusive programs, which focus on developmental, social and recreational activities that are appropriate to the needs of all students.

The program is located at the Steam Room at the back of the hall. The pickup or drop offs are made on Jersey Street, Jessie Street (opposite school crossing) and O’Hea Street. There will be no access to the school carpark for OSHC parents.

The students have supervised access to the large gym, two outdoor areas with playground equipment as well as the oval. There is access to the canteen for cooking.

Coburg North Primary School OSHC has a firm commitment to ensure all our services function within the National Quality Framework (NQF). Coburg North Primary School OSHC prides itself on its ability to offer a high-quality service, with continuous improvement and open communication channels for staff, families, and students.

As we cater for students with special needs or whose parents are working or studying, fee subsidy is available through the Commonwealth Government, Child Care Subsidy. We work cooperatively with Department of Education and Training (DET) and Centrelink. Further information can be obtained by contacting your nearest Centrelink office or [www.det.gov.au](http://www.det.gov.au).

Our family handbook was last reviewed in July 2020 and undergoes an annual review to ensure its relevance and currency.

# **Program Overview**

## **Service Philosophy & Objective**

### **1. Service Philosophy**

To provide a safe and stimulating environment in which primary school students can play and relax before / after school. The service will provide programs which focus on development, social and recreational activities appropriate to the needs of the students.

### **2. Service Objective**

To provide a safe and stimulating environment in which students are cared for while their parents work, study or seek work, or for parents who wish their children to have access to a range of activities and opportunities for them to play with children of their own age. Access to the programs at the service can either be on a permanent or pre-booked casual basis.

## **Management Structure**

Coburg North Primary School OSHC has a Committee of Management which is a subcommittee of Coburg North Primary School Council. This subcommittee consists of the School Principal, OSHC coordinators, staff and parents. This subcommittee meets once a month and reports to School Council. Meetings and times are negotiated each year by the subcommittee.

## **OSHC Services**

We aim to provide a safe and stimulating environment in which your child can play and relax at before and after school. We provide, within this setting, child centred inclusive programs that focus on developmental, social and recreational activities, which are appropriate to the needs and abilities of all students. We recognise that Coburg North Primary School OSHC is made up of families from culturally and linguistically diverse backgrounds and families are encouraged to share their traditions and languages into the OSHC service.

The service is registered for a maximum of 200 places.

Before School care operates from 7:00a.m – 8:50a.m, and After School Care from 3:30pm –6:00pm each school day. We also provide whole day care during the School Curriculum Days from 7:00am – 6:00pm.

## **Parent Involvement**

All parents are invited to join the OSHC school council subcommittee which meets once a month. Parents are encouraged to participate in any fund raising events which OSHC are involved in. Parents can provide feedback through questionnaires and surveys.

## **Staffing**

Coburg North Primary School OSHC staffing requirements are in line with the National Quality Framework. All staff have appropriate or are working towards completing that qualification as per the National Quality Framework guidelines. Staffing is 1:15 students.

<b>Certified Supervisor, Primary Nominee</b> <b>Educational Leader: Kerry Cilia</b>	<b>Certified Supervisor – Luke Morrow</b>
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## **Program and Activities**

The program offers a varied and rich program of activities appropriate to the ages, needs and interests of the students. The program is designed to be fun and stimulating, providing a number of structured and openended activities that the students can choose from each day, including; art & craft, games, sport, environmental studies, music, indoor games, cooking, movies etc. The service currently operates an Inclusion Support Program for students with additional needs attending the After Care Program every day. The activities are in line with National Quality Framework.

### National Quality Framework (NQF)

In December 2009, all Australian Governments, through the Council of Australian Governments agreed to a partnership to establish National Quality Framework for Early Childhood Education and Care. The National Quality Framework aims to raise quality and drive continuous improvement in education and child care services through, The National Quality Standard, a national quality rating and assessment process, streamline regulatory arrangements and a new national body called The Australian Children's Education and Care Quality Authority (ACEQA) to oversee the new system.

The National Quality Standard comprises of seven quality areas:

1. Educational program and practice.
2. Children's health and safety.
3. Physical Environment.
4. Staffing arrangements. .
5. Relationship with children
6. Collaborative partnerships with families and communities.
7. Leadership and service management.

It is the intention of Coburg North Primary School OSHC to work towards or exceed the National Quality Standard.

### The Early Years Learning Framework for Australia

The Framework assists educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning. In this way, the Early Years Learning Framework will contribute to realising the Council of Australian Governments' vision that:

“All children have the best start in life to create a better future for themselves and for the nation.”

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators



### My Time, Our Place (Framework for School Age Care in Australia)

In school age care settings educators collaborate with students to provide play and leisure opportunities that are meaningful to students and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual student within a context that promotes collaboration and active citizenship. Students in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

The view of students' lives as characterised by *belonging*, *being* and *becoming* that underpins the Early Years Learning Framework is fundamental to the My Time, Our Place – Framework for School Age Care in Australia.

- Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of *belonging*.
- Childhood is a time to be, to seek and make meaning of the world. *Being* recognizes the significance of the here and now in children's lives. It is about the present and them knowing themselves. During the school age years, students develop their interests and explore possibilities. School age care settings give students time and place to collaborate with educators to organise activities and opportunities meaningful to them.
- Students' identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* acknowledges students' ongoing learning and development. It emphasizes learning to participate fully and actively in society.

## **Food**

Breakfast is offered daily from 7:00 – 8:00am. The breakfast menu includes toast, fruit toast, a variety of cereal, yogurt and fruit.

Afternoon tea is provided to students daily. At the program, we have a professional chef planning and preparing the daily afternoon tea, which always include a nutritious mix of fruits and vegetables.



## **Child Care Benefit (CCS or Childcare Subsidy)**

You may be eligible for Government Assistance called Childcare Subsidy (CCS). This is dependent upon your income and the number of children you have attending childcare.

You must complete the appropriate information on your MyGov account which will register with Centrelink. Centrelink will advise the service of any adjustments to be made to the fees being paid. It is important that you complete the information as soon as possible as Centrelink benefits only apply from the date of application. It is the parent/guardian's responsibility to follow this up.

If you have any concerns, please notify the closest Centrelink.  
The subsidy is paid directly to the OSHC.

- \* **Please note the Governments “No Jab No Pay” policy.**
- \* **It is imperative that parents/guardians check their MyGov account regularly. The recommendation is monthly checks in case of any changes.**
- \* **Unfortunately, the program has no control over your Centrelink accounts.**

Family Assistance Office (Centrelink): 136150	My Child Information Line: 13 36 84
DET Child Care Contact Centre: 1800 809 834	Child Care Access Hotline: 1800 670 305

## **Parent Communication**

### **Enrolling your child into the OHSC program**

Students can attend the program on a permanent full-time, part-time or casual basis. For your child/ren to use the program, families first need to enrol them into the program, by filling out an enrolment form. The enrolment forms are online through “My Family Lounge” which can be found on the school website. We recommend that if you are going to use the service on a very irregular or emergency basis, you complete this enrolment form so that you can access the program when necessary or at the last minute.

The enrolment form provides us with important information regarding the care of your child/ren, including; health information, cultural and religious background, details of people authorised by you to collect your child from the program and contact names in the event of an emergency, access; medical needs, languages spoken, food allergies, etc. **The ‘Primary Parent’ on the enrolment form is the person who can claim Child Care Subsidy (CCS).** All information collected will be kept private and confidential. **A copy of an immunisation form is required with the enrolment form.** A \$40 enrolment fee per year per family must be paid when lodging enrolment forms.

On the enrolment form you are asked to nominate permanent sessions for your child or indicate possible casual usage. **Changes to your child’s session can be made via the My Family Lounge App – the link to this App is accessible through Coburg North Primary School’s website.** Students can only attend if bookings have been made and confirmed, and an enrolment form has been received by the program. Bookings and cancellations are absolutely necessary to ensure the safety of the students and the smooth administration of the program.

It is the responsibility of the parent/guardian to inform the program coordinator of bookings and cancellations. **No bookings can be accepted by the school office.**

*All days booked will be charged as staffing ratios is organised based upon student numbers.*

### **Change of Details**

It is most important that the program coordinator has on hand at ALL times the current address and phone number of the parent’s/guardians’ home, work, mobile number and also a current email address. Any changes to your child/ren’s medical details must also be amended on your enrolment forms via the My Family Lounge App.

### **Casual Bookings**

Casual bookings can be made through My Family Lounge App. The school cannot arrange bookings for you. A casual booking is a booking that occurs occasionally, it is not part of the permanent booking schedule for that child. The cost of a casual booking at **Before Care is \$19 and After Care is \$22.** For

student to be accepted on a casual booking, enrolment details need to be lodged with the program before this can happen. Student left after school cannot be taken to OSHC unless already registered.

### **Fees**

The current fee schedule is:

<p><b>Permanent bookings:</b>          Before Care 7:00am to 8:50am – \$17.00          Aftercare 3:30pm to 6:00pm – \$20.00</p>	<p><b>Early Finish days (End of term) &amp; Final Day of Year</b>          Hourly Rate</p>
<p><b>Casual booking:</b>          Before Care – \$19.00          After Care – \$22.00</p>	<p><b>Pupil Free Days:</b>          \$60.00 including provision of lunch</p>

### **Payment of Fees**

Statements are issued on a fortnightly basis. Fees may be paid through Qkr, EFTPOS, credit card or cash.

### **Overdue Fees**

When fees are 14 days overdue, a warning will be issued.

When fees are 28 days overdue, a late fee of \$50.00 will be charged.

If fees are still not settled after 28 days, your child’s place at the program may be cancelled.

*\*\* If you require assistance or extensions, please contact OSHC Coordinator Kerryn via email.*

### **Enrolment Fee**

There is a \$40.00 enrolment fee **per family** per year at Coburg North Primary School OSHC.

### **Attendance**

Once an enrolment and booking form has been completed and provided to the OSHC program the family can access the program. Places booked will be charged, this also applies to casual bookings.

### **Holidays**

Parents holidaying outside of the normal school holiday period are required to pay for the days booked whilst away.

### **Student Collection**

Students will not be released from the program to non-authorised persons. Authorised persons are those listed on the enrolment form, or authorised by the student’s parent/guardian in writing or by phone. **For safety and security, students will not be released to persons (including siblings) under the age of 16.**

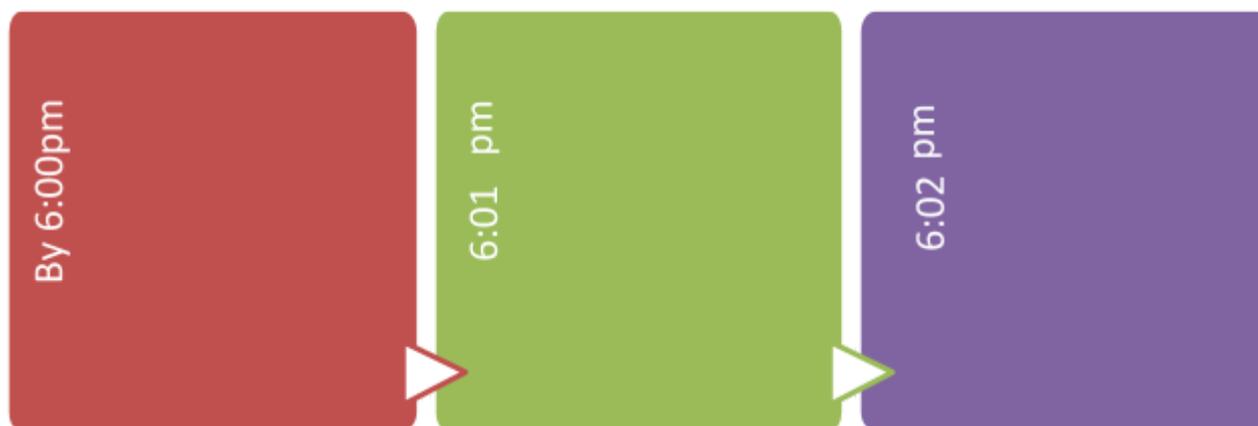
**Picture identification is required when picking up the child for the first time. Students are not permitted to sign in/out on the iPads due to safety reasons.**

### **Custody Arrangement**

Parents/guardians are responsible for informing the OSHC Coordinator of custody and access arrangements on the enrolment form and must update OSHC Coordinator immediately of any subsequent alterations to these arrangements. A copy of all relevant legal documentation must be provided along with the enrolment form. This copy is filed in the child's enrolment record and dated; this record is accessible by staff to confirm permission for student pick up. Court order records are maintained according to the program's Confidentiality Policy.

### **Late Pick Up**

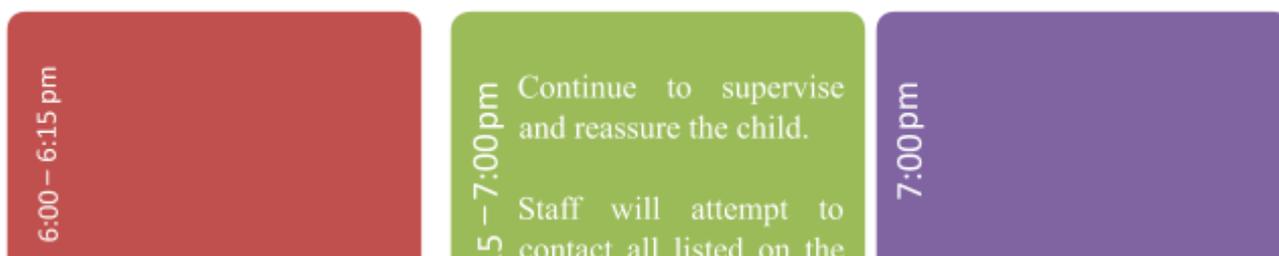
A late pick up will be charged at the rate of \$10.00 for the first minute and \$5.00 every minute thereafter. The fine will be shown on your next statement. To set your child's mind at ease, please advise the OSHC



coordinator if you are running late. Late fee charges will be up to the discretion of the Coordinator.

**OSHP LATE FEE FLOW CHART**

### **ACTION TO BE TAKEN BY STAFF**



**THANK YOU FOR YOUR EFFORTS IN ENSURING TIMELY COLLECTION OF STUDENTS**

### **School Carpark**

Please note that the inner school gate at the school's carpark will be locked, leaving no access through the carpark. Parking is available on Jessie Street, O'Hea Street, and Bishop Street.

### **Attendance Wrist Bands for Foundation Students**

The wrist bands have been designed for Foundation students for their safety. They will help the students and teachers identify which students are booked into the OSHC on that particular day. It is the parent's responsibility to place band on their child/ren before leaving home. The first band will be free subsequent bands can be purchased from the program for \$1.00.

### **Cancellations**

If a parent/guardian has a booking and needs to cancel/change a session, they are required to provide the OSHC coordinator with at least two weeks' notice; this can be done also on the My Family Lounge App. Cancellation after the required 2 weeks' notice will incur a full fee as staffing ratio is organised according to student numbers.

### **Pupil Free Day:**

Pupil free day care is offered from 7:00am – 6:00pm at \$60.00 per student. Sufficient number of students are required to run the day. Parents/guardians will be notified about Pupil Free Day 2 weeks prior.

### **School Holidays**

A School Holiday Program is run by OSHC Club at Coburg North OSHC Room. Enrolments can be obtained from their website.



# **OSHC Program Policies with National Quality Framework**

The following policies form the basis for how Coburg North Primary School OSHC operates in line with National Quality Framework and the Australian Children's Education & Care Quality Authority (ACECQA) Regulation S168.

Please refer to the Coburg North Primary School OSHC Policy Manual which is accessible on OSHC webpage through the school's website. It is also located in the OSHC room for more in-depth information. All policies have been prepared in accordance with Regulation 168, ratified by School Council and reviewed on a regular basis by Coburg North PS School Council.

## **Diversity and Inclusion**

Coburg North Primary School OSHC will provide quality, childcare before and after school for all student and families who use the program, regardless of culture, religion, gender or disability.

Staff will treat all students equally and work to include everyone in all aspects of the program. The coordinator is responsible for ensuring that all 58 elements from the National Quality Standard (see page 5) are met.

- Each child is supported to participate in the program.
- Activities cater to the various needs of all students.
- Activities do not discriminate against any student/family or staff member.
- There are opportunities for students to share their knowledge, ideas, culture, abilities and interests.

## **Students with Additional Needs**

Students with additional needs and disabilities are included in all dimensions of the OSHC. It is the responsibility of the parent/guardian to ensure that all staff is equipped with the relevant information and resources regarding their child's special needs.

## **Child Safe Standards**

At the OSHC program, we follow the Child Safe Standards. The Standards ensures that the program is well prepared to protect students from abuse and neglect. Please refer to OSHC webpage or Policy Folder located in the OSHC room for more details.

## **Program Improvement Procedure**

Customer Feedback Procedure: Coburg North Primary School OSHC customer feedback is sought each year. In Term 4, an online survey is sent out via email to parents/guardians. The feedback received will then be reviewed by the school's OSHC subcommittee who will propose suitable changes to the program.

It is an opportunity for improvement and helps build stronger positive relationships with families. All written customer feedback or complaints are reviewed at an OSHC meeting with OSHC coordinator and principal.

## **Grievances Policy**

Refer to back of the handbook for detailed Grievances Policy.

## Verbal Customer Complaint

All verbal feedback from students and families should be responded to by the coordinator, assistant coordinator or staff member directly receiving the feedback.

## **Health & Safety**

### Behaviour Guidance

Behaviour expectations at Coburg North Primary School OSHC will follow the same guidelines as the Coburg North Primary School's Code of Conduct, including consequences. When a student's behaviour is unsatisfactory as per Code of Conduct, staff will investigate the cause and support the student to make more appropriate choices. Unsafe or intrusive behaviour including bullying, harassment, physical or verbal abuse will not be tolerated at OSHC. Please refer to OSHC webpage to see Behaviour Management Policy.

### Accident/Injuries

Appropriate first aid will be applied to any child that has an accident or injury. Staff at OSHC is trained in first aid as per National Quality Framework Guidelines. Staff will document and keep a record of accidents/injuries. Any injury or accident will be reported to parent/guardian when they are picked up at end of the session. Serious injuries and all head injuries are to be reported to parent/guardian as soon as possible by telephone. An ambulance service will be called if the incident is deemed as an emergency.

OSHC reserves the right not to accept a child whilst suffering from any infectious disease or illness.

### Medication

It is the parent/guardian's responsibility to ensure that a current medical form has been completed; all information on the form is correct and attached to the child's enrolment form.

If a child requires medication whilst attending the program, a parent/guardian needs to hand medication to the coordinator along with the medication form instructing the correct dosage and times medication is to be administered. Medications must be in their original container, with the expiry date and the child's name clearly labelled. Staff will not administer any medication if it has passed its expiry date. Medication will be administered by one first-aid trained staff member and checked by a second first-aid trained staff member who will both sign the form.

### Anaphylaxis

Parent/guardians are responsible for providing an **UP-TO-DATE individual anaphylaxis management plan signed by a medical practitioner and an up-to-date Epipen to the OSHC program, as well as the Epipen provided to the school, if their child is at risk of anaphylaxis.**

**Anaphylaxis management plans must be signed within the last 12 months of enrolment commencing and the management plans MUST be updated annually or whenever changes occur to the child's**

**management plan.** The management plan should include an outline of the prescribed anaphylaxis medication to be administered, should the child have a reaction. Parents/guardians with a child at risk of anaphylaxis should be given a copy of Coburg North Primary School's Anaphylaxis policy on enrolment and commencement to the OSHC program. The policy is also available on the school's website.

The OSHC coordinator will be responsible for the ongoing management of the Risk Minimisation Plan and communication plan with regards to students at risk of anaphylaxis. Parents/Guardians are most welcome to discuss any concerns about anaphylaxis with OSHC coordinator.

## **Asthma**

Parent/guardians are responsible for providing an **UP-TO-DATE individual asthma management plan and an up-to-date inhaler and spacer to the OSHC program, as well as the inhaler and spacer provided to the school, if their child is at risk of asthma.**

**Asthma management plans must be signed within the last 12 months of enrolment commencing and the management plans MUST be updated annually or whenever changes occur to the child's management plan.** The management plan should include an outline of the prescribed medication to be administered, should the child have an asthma attack. Parents/guardians with a child with asthma should be given a copy of Coburg North Primary Schools Asthma policy on enrolment or commencement to the OSHC program. The policy is also available on the school's website.

The OSHC coordinator will be responsible for the ongoing management of asthma management with students at risk of asthma.

## **Mental Health Support**

The Victorian Government is committed to supporting every school to provide a positive and nurturing environment for our students to develop confidence, social skills and healthy life habits.

To do this, we have invested significantly in a range of mental health supports to primary schools and their students.

- Primary Welfare Officers  
<https://www.education.vic.gov.au/school/teachers/health/Pages/welfareofficers.aspx>
- Student Support Services <https://www.education.vic.gov.au/school/teachers/health/Pages/sss.aspx>
- The Primary School Nursing Program  
<https://www.education.vic.gov.au/school/teachers/health/Pages/nurses.aspx>
- SafeMinds training  
<https://www.education.vic.gov.au/school/teachers/health/mentalhealth/Pages/mental-healthtraining.aspx>
- Bullystoppers  
<https://www.education.vic.gov.au/about/programs/bullystoppers/Pages/default.aspx>
- School Wide Positive Behaviour Support  
<https://www.education.vic.gov.au/school/teachers/management/improvement/Pages/swpbs.aspx>
- Board Certified Behaviour Analysts  
<https://www.education.vic.gov.au/about/programs/Pages/bcba.aspx>
- Respectful Relationships  
<https://www.education.vic.gov.au/about/programs/pages/respectfulrelationships.aspx>

Kids Helpline (24/7): 1800 55 1800	Lifeline's 24 hour crisis line: 13 11 14
Parentline (8am – midnight; everyday): 13 22 89	BeyondBlue: 1300 22 4636

**Review of Handbook and Policies**

This Coburg North Primary School OSHC Handbook will be reviewed annually by the OSHC committee. Parent feedback is welcome at any time with regards to information that should be included in this handbook. We recommend parents/guardians refer to this handbook for more comprehensive information pertaining to the OSHC program.



**Sun Smart Policy**

As part of Coburg North Primary School Sun Smart Policy **ALL** students attending Before and Aftercare programs **MUST** have an appropriate wide brim or bucket hat. Students who do not have an appropriate hat will only be allowed to play under shaded areas outside. Students are advised to bring a hat that can be left at the program. Hats are to be worn from mid-August to end of April when the UV levels reach 3 or higher. **Please note that hats cannot be shared among students.** Students must also provide own sunscreen during the Sun Smart months.



## SunSmart Policy for OSHC

### Coburg North Primary School

This policy applies to all service events on and off site.

#### Rationale

Too much of the sun's UV can cause sunburn, skin and eye damage and skin cancer. UV damage accumulated during childhood and adolescence is strongly associated with an increased risk of skin cancer in later life. Australia has one of the highest rates of skin cancer in the world, with two in three Australians developing some form of skin cancer before age 70.

#### Purpose

This sun protection policy provides guidelines to:

- Ensure all children, educators and staff are protected from over-exposure to UV radiation;
- Ensure the outdoor environment provides shade for children, educators and staff;
- Ensure children are encouraged and supported to develop independent sun protection skills;
- Support our service's strategies to meet its duty of care and occupational health and safety obligations to minimise harmful UV exposure for children, staff and visitors.

#### Legislation and Standards

- [Occupational Health and Safety Act](#) (2004)
- [Children's Services Act 1996](#)
- [Children's Services Regulations 2009](#)
- [Child Wellbeing and Safety Act 2005 \(Vic\) \(Part 2: Principles for children\)](#) 
- [Education and Care Services National Law Act 2010](#):
- Section 167: Protection from harm and hazards
- [Education and Care Services National Regulations 2011](#)

Part 4.2: Children's health and safety	
Reg 100	Risk assessment must be conducted before excursions
Part 4.3: Physical Environment	
Reg 113	Outdoor space: natural environment
Reg 114	Outdoor space: shade
Part 4.7: Leadership and service management	

Reg 168	Policies and procedures: Sun protection
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

## Procedures

- To assist with the implementation of this policy, educators and children are encouraged to access the daily local sun protection times via the [SunSmart widget](#) on the service’s website, the free [SunSmart app](#), or at [sunsmart.com.au](http://sunsmart.com.au) or [myuv.com.au](http://myuv.com.au).
- The sun protection measures listed are used for all outdoor activities during the **daily local sun protection times**. (The sun protection times are a forecast from the Bureau of Meteorology for the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types. In Victoria, UV levels regularly reach 3 or higher from mid-August to the end of April.)

## Environment

### *Seek shade*

- Management makes sure there is a sufficient number of shelters and trees providing shade in the outdoor area.
- The availability of shade is considered when planning all outdoor activities and excursions.
- Children are encouraged to choose and use available areas of shade when outside.
- Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.

## Behaviours

### *Slip on sun protective clothing*

- Children wear loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee length or longer shorts and skirts are best. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors. Rash vests or t-shirts are used for outdoor swimming and water activities.

### *Slap on a sun protective hat*

- All children and educators wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative.

### *Slop on sunscreen*

- Children provide their own SPF30 (or higher) broad-spectrum, water-resistant sunscreen *and/or* the service supplies SPF30 (or higher) broad-spectrum, water-resistant sunscreen for staff and children’s use. ■ Sunscreen is applied in accordance with the manufacturer’s directions (applied at least 20 minutes before going outdoors and reapplied every two hours, or more frequently if sweating or swimming).
- Strategies are in place to remind children to apply sunscreen before going outdoors (e.g. reminder notices, sunscreen monitors, sunscreen buddies).
- Sunscreen is stored in a cool place, out of the sun and the expiry date is monitored.

### *Slide on sunglasses [if practical]*

- Where practical children wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

## Learning and skills

- Sun protection is incorporated into the learning and development program.
- The sun protection policy is reinforced by educators and through children's activities and displays.
- Educators, staff and families are provided with information on sun protection through family newsletters, service handbook, noticeboards and the service's website. 📄 When enrolling their child, families are:
  - Informed of the service's SunSmart policy;
  - Asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child;
  - Encouraged to use sun protection measures themselves when at the service.

## OHS

As part of OHS UV risk controls and role-modelling, educators, staff and visitors:

- Wear a suitable sun-protective hat, covering clothing and, if practical, sunglasses;
- Apply sunscreen; and
- Seek shade whenever possible.

## Monitoring and review

- All staff, including management and educators, monitor and review the effectiveness of the sun protection policy and revise the policy when required (at least once every three years).
- The sun protection policy is available to staff, students, families and visitors.



## CHILDHOOD DISEASES

### Schedule 7 Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

CONDITION	EXCLUSION OF CASES	EXCLUSION OF CONTACTS
Amoebiasis ( <i>Entamoeba histolytica</i> )	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. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
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 following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
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.
Hepatitis B	Exclusion is not necessary.	Not excluded.

Hepatitis C	Exclusion is not necessary.	Not excluded.
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CONDITION	EXCLUSION OF CASES	EXCLUSION OF CONTACTS
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.
Human immunodeficiency virus infection (HIV)	Exclusion is not necessary.	Not excluded.
Impetigo	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.
<b>Measles*</b>	Exclude for at least 4 days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received normal human immunoglobulin (NHIG) within 6 days of exposure, they may return to the facility.
Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
<b>Meningococcal infection*</b>	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
<b>Mumps*</b>	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.

<b>Pertussis*</b> (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.	Contacts aged less than 7 years in the same room as the case 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.
<b>CONDITION</b>	<b>EXCLUSION OF CASES</b>	<b>EXCLUSION OF CONTACTS</b>
<b>Poliomyelitis*</b>	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	Not excluded.
<b>Rubella* (German measles)</b>	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
<i>Salmonella</i> or <i>Shigella</i> infection	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 medical certificate is received from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing <i>E. coli</i> (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.

\* Vaccine-preventable disease

# GRIEVANCE OSHC POLICY COBURG NORTH PRIMARY

## QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

### Rationale:

All individuals who use the program have a right to have their grievances heard. The program will support an individual's right to complain and will support them to make their complaints clear and to reach a resolution with them.

### Aim:

- To maintain a complaints and grievance management system.
- To ensure that all OSHC staff, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly.
- To investigate and document complaints and grievances in a timely manner.
- To promote the complaints and grievance management system in the parent handbook and on the school's website.
- To identify complaints and grievances as opportunities to improve the quality of our program.

### Implementation:

- A complaint can be informal or formal and can be about anything which an individual think is unfair or which makes them unhappy with the program.
- Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children other parents or staff not involved.
- If an individual has a complaint or comment about the program, they will be encouraged to talk to the OSHC Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at a level of satisfaction of the person making the complaint, they should discuss the issue with the principal either in writing or verbally.
- The principal will discuss the issue with the OSHC Co-ordinator and develop a strategy a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the OSHC Co-ordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The OSHC Co-ordinator or principal will inform the person making the complaint of what has been decided regarding the issue. OSHC staff will also be informed of any relevant issues of which they may need to be aware or address, verbally or in written form.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered, such as an unbiased third party.

### Evaluation

This policy will be reviewed as part of the school's three-year cycle. Next review: 2020





