

GWC Community Services Children's Services



Family Handbook GWC Kingsford OSHC

After School Care Vacation Care



GWC Community Services

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1. Welcome

The Management and educators of GWC Community Services welcome you and your children to our service. This Family Handbook has been put together to give an overview of the GWC Community Services- Children's Services programs.

GWC Kingsford OSHC provides After School Care and Vacation Care for school aged children 5-12 years on a permanent and casual basis. We follow the National Quality Framework for Early Childhood Education and Care under the guidance of the Australian Children's Education and Care Quality Authority.

Our educators are caring and friendly and work hard to ensure your child/ren is cared for in a welcoming, supportive and stimulating environment. Educators make regular observations on your child/ren and provide a range of culturally diverse activities to support their development. Your input and feedback is welcomed to ensure the service continues to achieve high standards.

1.1 All About Us

GWC Community Services is the welfare and community services arm of the Greek Orthodox Archdiocese of Australia and is governed by a voluntary Administrative Committee. The Director has overall responsibility for the day to day management of the Centre.

GWC Kingsford OSHC is managed by a Nominated Supervisor who reports directly to the Programs Manager. All staff of the service are accountable to the Programs Manager and Director of GWC Community Services/Administrative Committee.

GWC Community Services Organisational Structure



GWC Community Services Children's Services employs child care educators to meet the relevant legislative and program requirements. All educators are deemed to be fit and proper persons to provide care at a child care service. This evaluation is made through working with children's checks, contacting referees, 100 point identification check, establishing the person's good character and assessing their capabilities to provide an adequate standard of care in the OSHC setting.

1.2 GWC Community Services Mission

GWC Community Services believes in:

- The right of people to have equal access to all services.
- The right of people to access on a non-discriminatory basis.
- The right to access culturally and linguistically appropriate services.
- The right of people to dignity, respect, privacy and confidentiality.
- The right of people to be valued as individuals
- The right of the community to have accountable and responsive services

The Centre's Mission is:

"To provide services and programs that empower individuals and groups from the Greek community, and the community at large, to participate in all aspects of Australia's Culturally and Linguistically Diverse society. This mission is underpinned by the values and principles espoused by the Greek Orthodox Archdiocese of Australia and, as such, recognizes welfare and community service provision as a sacred task."

1.3 Children's Services Philosophy

The GWC Children's Services philosophy is to provide a safe, healthy, fun and caring environment where children, families and staff are treated as equal and valued individuals. We foster positive communication and relationships between staff, children, families, their schools and the community.

We are committed to maintaining the period of middle childhood as a unique and valuable stage of a child's life. Our Service is child-focused and children have equal partnerships in the planning of what they do and their environment.

School age children require avenues for self-expression, self-direction and independence and we at GWC Children's Services recognise this and encourage and support this through respectful communication and positive and trusting relationships. We believe that every child has a right to feel valued and have access to opportunities to develop their self-worth regardless of age, race, cultural background, religion, gender or ability.

We believe that in caring for their children, family involvement is imperative in providing a supportive environment that meets the needs of our children and the community. Together we hold high expectations for children's achievements and contribution to the community and work effortlessly to remove barriers to children achieving their positive self-identity.

GWC Community Services aim to increase the awareness of environmental responsibility within the service. We aim to give children and their families an awareness of the need to protect the planet and it's future for the generations to come.

At GWC Children's Services, we aim to seek feedback and participation from our community and schools to enrich management and educators with the appropriate knowledge to foster reflective practice and continued learning. We aim to provide opportunities to develop the life skills that will support children in their journey to becoming active members of our community.

1.4 Our Centre and Hours of Operation

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|---|--|
| <p>GWC Kingsford OSHC St Spyridon College Junior School 15 Doran Street, Kingsford NSW 2150 Phone: 9516 2188 (office) Mobile: 0410 505 524 (direct for centre) Postal Address: PO Box 784 Newtown NSW 2042 Email: childrenservices@gwccs.org.au</p> | <p><u>After School Care</u> 3.15-6.30pm during school terms</p> <p><u>Vacation Care</u> 8am-6pm during school holidays</p> |
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1.5 Educator to child ratios

Our educators to child ratios are in accordance with the recommended National Standards of 1 team member to 15 children at the service. A minimum of 2 staff are on duty at all times. Vacation ratios are: 1:15 for in centre days; 1:10 for excursion days; 1:5 for water based excursion days

1.6 National Quality Framework

The National Quality Standard helps to provide the best possible level of early childhood education and care by being clear about the factors that best support a child's development. The National Quality Standard is divided into seven areas that contribute to the quality of early childhood education and care. These areas are:

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

Within these quality areas sits Standards and Elements that we see as guides to our practice. Approximately every 3 years our service will be assessed by this document and ranked with one of the following ratings:

- ◆ Significant improvement required
- ◆ Working towards National Quality Standard
- ◆ Meets National Quality Standard
- ◆ Exceeds National Quality Standard
- ◆ Excellent

2. Enrolment

2.1 Priority of Access

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), these are:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999
- Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

Children must be enrolled in Primary school in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program, except for the December/January Vacation care period immediately prior to them commencing Primary school – this enrolment will be accepted if the child is enrolled to commence Primary school.

2.2 Enrolment Forms

An enrolment form containing information regarding the child's health development, custody arrangements and emergency contacts etc. must be completed and signed by each enrolling family before the child can attend the service. Enrolment forms are to be completed online via [our website](#).

You will then be given access to the OWNA Childcare App as well as a Parent Portal which allows you to see your child's daily stats & activities at any time. Educators share photos, videos, stories and reflections in real time. Parents can read and respond to posts, upload their own photos, and stay updated on announcements. Casual bookings can be made via the app also.

It is the parent/carer's responsibility to ensure that you inform OSHC of any changes to your enrolment or information. These records will be held for reference by educators and management only.

Custody and Access

If a parent is experiencing problems associated with custody and access then please discuss this with the Children's Services Co-ordinator. A copy of a current Family Court Order is required on enrolment and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent's/carer's responsibility to advise the educators and to provide information about any change to court orders.

2.3 Family Orientation

Families who are enrolling their child for the first time should read this handbook so that their child is prepared for their first day at the service.

Families and new children will be invited to meet staff and visit the service prior to their first day of care. The parent can meet with the Nominated Supervisor who will answer any questions the parent may have.

Parents should advise the educators when they are greeted that it is their child's first day at the service and the educator will introduce themselves and guide them through the sign-in/out process.

3. Fees

3.1 Fees and Charges

The Management of GWC Community Services Children's Services will set the daily fee on an annual basis. This fee will be based upon the centre's annual budget and the required income to successfully ensure the continued running of the service.

Once a child is enrolled parents/carers can contact the Family Assistance Office and apply for the child care subsidy in order to receive a family percentage, which will be used to determine the families discounted fee(*see section 3.4 of this handbook for more information*).

Parents/carers are encouraged to communicate with the centre supervisor if there are any issues with accounts or with paying fees. Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected.

3.2 Bookings and Cancellations

Each family is expected to make bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.

Bookings are essential to ensure that for any given session there is a list of children booked for care so that educators can accurately check attendances and efficiently follow up any booked children who do not arrive.

Definitions of permanent and casual bookings

A *PERMANENT BOOKING* is defined as an ongoing booking for a minimum of ONE TERM. Families wishing to cancel their child’s permanent place at the service are required to provide TWO (2) WEEKS written notice to the Nominated Supervisor for Before and After School Care bookings.

A *CASUAL BOOKING* is defined as a booking that is NOT permanent and is booked on a week-to week, day-to-day basis. Any casual cancellations for Before and After School Care within 24 hrs will be charged at the full fee.

For casual vacation care bookings, 48 hours written notice is required to be sent to the Nominated Supervisor for cancellations.

If notice is not received within this time period, they are liable to pay for all booked care.

3.3 Fee Structure

| GWC Kingsford OSHC – Per session/Day | |
|--|--|
| After School Care \$28 permanent care \$32 casual care (includes afternoon tea) | Vacation Care# \$65early bird* \$70 casual care |
| *early bird – for bookings made prior to the end of term # Additional \$10 for excursion days | |

Late fees: \$5.00 per minute

All fees are payable in advance. **Bookings** are essential for all services.

Fees are payable where a child is booked and does not attend. All absences and cancellations are payable and cannot be transferred or refunded.

Fees can be paid by: cash, cheque (to “G.O.A.A. Greek Welfare Centre”) or direct deposit:

Account Name: G.O.A.A. Greek Welfare Centre Children Services Clearance ACC

BSB: 082-135

Account: 84-768-1075

Email: childrenservices@gwccs.org.au (please email us your payment remittance)

3.4 Child Care Subsidy

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount. Families can get an estimate of what they may be entitled to by entering their details into the Payment and Service Finder - available via the Human Services website <https://www.humanservices.gov.au/>

ELIGIBILITY

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school)
- the child meeting immunisation requirements

– the individual, or their partner, meeting the residency requirements listed in the legislation. In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided. The care must be delivered in Australia by an approved child care provider.

ENTITLEMENT

There are three factors that determine a family's level of Child Care Subsidy. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

There is also targeted additional fee assistance for vulnerable families through the [ChildCare Safety Net](#). The easiest way to claim is online. You need a myGov account linked to Centrelink.

3.5 Before and After School Care Voucher

Families with children aged 4 to 13 years that attend a primary school in NSW can receive a \$500 voucher per child to reduce the out-of-pocket costs of before and after school care. [You can apply for a voucher](#) from 28th February to 30th September 2022 via Service NSW. Vouchers can be redeemed at our service up until 31st December 2022 and the credit can be used up until 30th June 2023.

Please note that the voucher cannot be used to pay for care prior to 28th February 2022. We ask that your account is paid and up to date prior to redeeming your \$500 credit.

Once you have applied for the voucher via Service NSW, please email us a copy of your voucher for each child. If you're unable to email it, please bring it with you for us to scan from your device.

For families with two parent accounts, please note that the voucher can only be redeemed once per child so discussion must take place between you on which parent will redeem the voucher.

4. Program

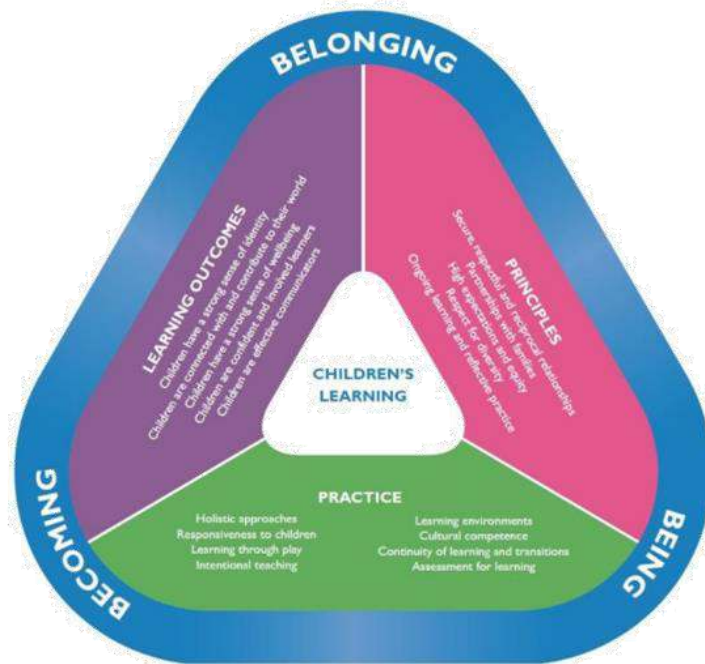
4.1 Educational Programs

The educational leader will be responsible for the development of a child centred educational program, which reflects the philosophy of the Centre and meets the social, physical, recreational, intellectual, creative and emotional needs of the children attending. Our educational programs will be prepared each week and be displayed for children, parents and visitors to the centre to see.

My Time, Our Place (MTOP) Framework for School Age Care in Australia supports the delivery of quality, nationally consistent leisure and play-based programs across all school age settings for children in before/after school care and during vacation care. All of our programming, observations, planning and reflection is based on this framework.

An organic approach in our learning environment allows Educators and families to work together in planning and reflecting on each child, seeing their development as an ongoing journey that ebbs and flows naturally, supported by intentional teaching practices that is documented, scaffolded and nurtured to cultivate the best potential outcomes.

This figure is a diagram showing the relationship between the MTOP outcomes, principles and practice which centres on children's learning.



4.2 Homework

A quiet space can be provided to encourage children to do their homework, but educators are unable to offer them individual help as they need to supervise all the children. We will not force or make homework time compulsory for any child, as the main focus of the after school care program is recreation/leisure in a safe, fun and supervised environment.

4.3 Cultural Relevance and Diversity

We aim to recognise the diversity of cultures in Australia and help foster an awareness and acceptance of other cultures within each child, through the thoughtful integration of a variety of cultural activities in our educational program.

Educators will view the culture and the context of family as central to children's sense of *being* and *belonging*, and to success in lifelong learning. Educators will seek to promote children's cultural competence. Cultural competence encompasses being aware of one's own world view, developing positive attitudes towards differences, gaining knowledge of different cultural practices and world views and developing skills for communication and interaction across cultures.

Culture is the fundamental building block of identity and the development of a strong cultural identity is essential to children's healthy sense of who they are and where they belong.

4.4 Excursions

Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the centre's premises. Parental permission will be sought for all excursions and each excursion will be carefully planned and the potential risks assessed.

When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesizing and to transfer and adapt what they have learned from one context to another.

There may be a need to transport children to and from excursions. Public and private transport could be used. In order to ensure the safety of all children in all situations a risk assessment is developed prior to all excursions and is available at the service for those interested to view it. policy is in place to govern practises used by educators.

5. Policies and Procedures

5.1 Sign in/out Procedures

Parents /carers need to sign their children in and out of the centre at the time of arrival and departure. This procedure is a legal requirement of the funding body as it is linked to your Child Care Subsidy (CCS) payments. Please note that our responsibility for your child begins once the child has entered the Centre. Your co-operation in this matter is appreciated.

We have a digital sign in/out system which requires your mobile number and pin. Please ensure we have names and mobile numbers for all people you give authority to sign your child in/out on your enrolment form

Please also note:

- Children are not to be left at the Centre at any time prior to the opening hours
- On arrival the person bringing the child is responsible to sign the child in
- Any points of information are to be conveyed to the educators verbally or by recording them in the message book
- Should a child require medication of any kind, the parent/carer must fill in and sign the medication form
- Should there be an excursion scheduled for the day, the person bringing the child must ensure the excursion permissions have been completed on the booking form authorising the child to attend the excursion
- Children must be collected by the closing time of the Centre
- The authorised person who is collecting the child must sign them out.
- The family must let the Centre know when someone different will be picking up their child
- Family members must notify the Centre of any custody arrangements or court orders that impact on the collection of children
- Children are not to leave the Centre unaccompanied unless (written) permission from their family has been negotiated with the Supervisor.

NB: Covid-19 Procedures do not allow parents to sign their children in or out as there will be gate pick up and drop offs for now. Staff will be available to sign in/out when child arrives and departs.

5.2 Absences

We aim to ensure the safety and welfare of the children by ensuring clear communication and cooperation between the Centre, parents/carers and the school. Parents/carers are to advise the Centre if their child will be absent on a day that they are booked into care.

If parents/carers are aware beforehand they must inform the supervisor who must make a record the expected absence. If parents/carers do not know until the day they must ring the Centre and inform an educator as early as possible. Where possible this change should be confirmed in writing.

5.3 Late and Non Collection of Children

It is the responsibility of parents to arrive and leave the centre prior to closing time so that educators may close the centre promptly at closing time. If parents are going to be unavoidably delayed beyond closing time, it is their responsibility to contact the centre to advise they have made alternative arrangements, for example, emergency contact to collect their child.

If the parent has not contacted the Responsible Person in charge and fails to collect their child by closing time, staff will:

- Remain at the centre and attempt to contact parent/guardian
- Call the emergency contact after 15 minutes if parents/guardian cannot be contacted

A late collection fee of \$5 per minute will be charged to parents for each child not collected from the centre by closing time. We give a 3 minute grace period before late fees are charged.

If staff have been unable to contact parents or emergency contacts 30 minutes after closing time, staff must inform the Nominated Supervisor or Approved Provider who will contact the police. Police will be asked to assist in locating the parents/emergency contacts in order to find a suitable adult to pick up the child. If a child has not been picked up an hour after closing time and all attempts to reach parents/guardian have been unsuccessful, educators will immediately call the **Child Protection Help Line for mandatory reporters on 133 627** to advise of an abandoned child.

5.4 Vacation Care

Vacation care is operational for K-6 during school holidays. Our Vacation Care Program will be available to families at least 4 weeks prior to the commencement of the vacation care period. In addition, the Coordinator will publish the Vacation Care Program in the school newsletter outlining the proposed program.

New Kindergarten children may use the service in our pre-Christmas and January vacation care periods prior to starting school. Children commencing Year 7 are also eligible to attend this period. If you have any concern regarding any planned excursions, please speak with the Coordinator.

5.5 Food and Nutrition

We offer a healthy nutritious snack/afternoon tea based on the five food groups at our After School Care centres. Educators use the opportunity to discuss the nutritional content of the food provided while food is being served. Children are given the opportunity to develop their self help skills through food preparation, service and encouraged to use best practise in regards to food safety measures.

Educators aim to provide an eating environment that assists with the sharing of family and multicultural values. Educators aim to create an atmosphere which is calm and incorporates the teaching of appropriate social skills.

We currently do not serve food during Vacation care, so parents must send enough food and drink to get the child through morning tea, lunch and afternoon tea. Food should cover all food groups and be nutritionally sound in order to assist the child in becoming involved in the high energy program.

Additional health requirements

GWC Community Services Children's Services educators will endeavour to provide assistance and support to any child with additional dietary requirements. Parents/carers must inform educators upon enrolment about such requirements and provide all necessary information with the enrolment form. Discussion regarding afternoon tea will be made in consultation with parents/carers and educators. Where food requirements cannot be met by GWC Community Services Children's Services, parents/carers and educators will develop strategies that will ensure the child receives appropriate snacks. GWC Community Services Children's Services will also endeavour to meet the religious beliefs, regarding food for individual families.

5.6 Sun Safety

Outside play is a valuable component of all GWC Community Services Children's Services programs. Although weather conditions determine if outdoor programs continue, parents should expect that if it is not raining the children will go outside and therefore require a hat daily. When outdoors children will be encouraged to wear sun safe clothing with sleeves, collars or covered necklines.

Children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not

recommended. Children who do not have a hat must play in a sheltered area. Educators will enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate they must access shaded areas in which to play.

5.7 Infectious Disease

In order to protect the health of both staff and children it is necessary to minimise the risk of cross-infection by infectious diseases. We will be guided by the health authorities as to any exclusion periods for specific infectious diseases. However, we respect the rights of the individual's privacy and personal decision not to immunise their children (*see Appendix 1: Guidelines for Exclusions*).

5.8 Immunisation

Immunisation is a simple, safe and effective way of protecting your child and yourself against some diseases which can cause serious illnesses and sometimes death. Also if your child is protected, he or she will not be able to pass the infection on to other people, especially very young babies who are not yet fully immunised.

The National Health and Medical Research Council (NHMRC) recommends that Australian children and adults are immunised against diphtheria, tetanus, whooping cough, poliomyelitis, measles, mumps, rubella, Haemophilus influenza type B (Hib), chickenpox and hepatitis B. Vaccines for these diseases are free, although for chickenpox this is depending on the age of the child (read more at the Immunise Australia Program website). Your child has to be up to date with immunisations, or have an exemption, so that your family can receive payments such as the Child Care Subsidy and the Maternity Immunisation Allowance. Your child's immunisation status (as recorded on the Immunisation Register) must be checked before these family payments can be made.

5.9 Medication

Our service seeks to ensure the proper care and attention to all children through specific guidelines regarding use of medications. To ensure the interests of educators, children and parents are not compromised, medication in its original packaging will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Non-prescription medication will not be administered at the service unless authorised by a doctor.

In order for educators to properly care for children, the service has an expectation that parents will inform educators if children are receiving medication at home or school, the nature and purpose of the medication and possible side effects it may have for the child. Educators will use this information to support the child's participation in the service. Medication will only be administered by a Certified Supervisor during service operating hours and a medication administration form must be completed including dosage information and times of administration.

See our *Medical Conditions and Medication Administration* Section 3, 3.10 for more information.

5.10 Emergency Procedures

To ensure the safety of the children emergency procedures will be practised on a regular basis and be consistent with other disaster plans used by St Spyridon College. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service (*For further information see our Emergency and Evacuation Policy, Section 3, 3.13*).

5.11 Child Protection

We believe that it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students

have a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs.

The safety and welfare of all children is of paramount importance. Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our service will carry out the responsibilities of Mandatory Reporters as indicated under legislation.

One of the most important concerns of any community is the health, safety and well being of its children and young people. Whilst parents / carers are responsible for the safety and welfare of children in their care, protecting children and young people from abuse and neglect is the responsibility of the whole community.

The Children and Young Persons (Care and Protection) Act 1999 mandates Community Services with the responsibility for the care and protection of children and young people in NSW where there are concerns about their safety, welfare and wellbeing. The Keeping Children and Young People Safe publication is a vital tool to inform and support people who have a mandated responsibility in reporting abuse of children or young people.

There are many reasons why children are at risk of abuse and neglect. For example:

- their families do not have adequate support from relatives or the community
- their parents are experiencing a lot of stress such as unemployment, illness, or isolation
- their parents may not have experienced good parenting themselves
- their parents may be alcohol or drug dependent or have mental health issues or there may be domestic violence in the household.

Reporting concerns about a child or young person's safety or wellbeing is an important step in preventing or stopping the abuse and protecting children from further harm.

If you think a child or young person is at risk of harm from abuse or neglect, contact **Child Protection Helpline on 132 111** (TTY 1 800 212 936). The Child Protection Helpline is a 24 hours a day, 7 days a week, state-wide call centre staffed by professionally qualified Departmental caseworkers to receive and screen all reports of risk of harm and requests for assistance from mandatory and non mandatory reporters. **All staff working with children at GWC Community Services Children's Services is required to complete a Working With Children Check and are mandatory reporters.**

5.12 Confidentiality

GWC Community Services is bound by and committed to upholding individuals' rights to privacy protection as stipulated in various privacy legislation such as the Australian Privacy Principles (APPs) under the Commonwealth Privacy Act 1988.

GWC only collects personal information that is relevant to provide services to families and their children. All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.

All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Nominated Supervisor will determine who is authorised to access records.

If personal information GWC requests is not provided or consent is not granted to collect personal information from others, then GWC may be unable to accept the child in its program.

5.13 Behaviour Management

We aim to provide an environment where all parents, educators and children feel safe, cared for and relaxed, which encourages cooperation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

We have a zero tolerance for bullying and educators will support children to develop the social skills and resilience to confront and stop bullying behaviour. Educators will also take swift, decisive action to deal with bullying by investigating problems raised, treating all involved fairly and offering mediation when required.

5.14 Grievance Procedure

The service maintains a complaints and grievance management system to ensure that all Educators, families and communities members know that complaints and grievances are taken seriously and investigated promptly and fairly. Our complaints and grievance management system is promoted in the parent handbook and on our website. We identify complaints and grievances as opportunities to improve the quality of our service.

The service supports an individual's right to complain and helps them to make their complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service. All confidential conversations with individuals who have a complaint or grievance 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 service, they are encouraged to talk to the 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 this level to the satisfaction of the person making the complaint they should discuss the issue with GWC Community Services Management, either in writing or verbally. The Coordinator will discuss the issue with GWC Management and develop a strategy for resolving the problem, this will be discussed further with the individual or if necessary a meeting will be organised with the Co-ordinator and individual to resolve the problem.

The Co-ordinator or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Co-ordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

If a complaint is alleging that the safety, health or wellbeing of a child has been compromised or that the National Law has been contravened, the Coordinator will ensure the regulatory authority is contacted within 24 hours of the incident or the time that the person becomes aware of the incident via the NQAITS portal or via **phone: 1800 619 113**

5.15 Birthdays

Birthdays are an important part of a child's life. You may like to send a cake to the centre for your child's birthday so that we can celebrate together. Please be aware that some children have food allergies so cakes, etc. should not contain any nut or nut products.

5.16 Photographs & Video

Photographs/videos taken at the service are used to evaluate programs. These may be displayed within the service and used in your child's documentation, the school newsletter and the service newsletters. Please state on your enrolment form if you do not consent to photographs being taken of your child.

5.17 Clothing

As children who attend After School care are in school uniform, educators will encourage children to take care whilst participating in activities. Children will be encouraged to wear a paint shirt while involved in messy play.

Parents/carers are asked to send children to vacation care in clothes that are appropriate to the activity they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, T-shirts, jeans and jumpers with closed in shoes are recommended. For sun safe reasons parents are asked not to send children in singlet tops. A spare set of clothes could also be sent in your children's bag if necessary.

Please label your child's belongings. We will take all care but cannot be responsible for lost items. All items left at the service will be sent to the school's lost property.

5.18 Electronic Devices and Valuable Items

Electronic devices and valuable items such as mobile phones, cameras, watches and electronic games: Nintendo DS and PSP are not permitted at any of our centres. If a child brings an electronic game, camera, watch or mobile phone, staff will keep this in a safe place until parents/carers arrive. Staff may also ask children to hand in certain games/toys that may be at risk of being damaged etc. GWC Community Services Children's Services takes no responsibility for belongings which are lost or stolen during Outside School Hours Care programs. Please refer to *our Use of Electronic Devices & Valuable Items Policy, Section 4, 4.6*

5.19 Family and Community Involvement

The Educators at GWC Community Services' Centres provide a friendly and welcoming environment to encourage the participation of families. Educators are available to discuss the ongoing progress and wellbeing of children or any concerns you may have regarding the service. Families are encouraged to share any skills, knowledge and experiences they may have that could enhance the quality of the program. All policies and procedures relevant to this service are available to parents and the wider community at any time.

All verbal feedback from families is welcomed at all times will be responded to by the Certified Supervisor or educator directly receiving the feedback. It will be documented in the communication book as well as follow up actions if required. All written family feedback will receive a written reply within 7 days of the receipt. These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Feedback received is reviewed at bimonthly management meetings.

5.20 Translation Services

GWC Community Services Children's Services in conjunction with the Translating and Interpreting Service (TIS) will be providing information in various community languages on the Services policies and procedures and other relevant information.

APPENDIX 1: GUIDELINES FOR EXCLUSIONS

| Condition | Exclusion of cases | Exclusion of contacts |
|--|--|---|
| Amoebiasis (<i>Entamoeba histolytica</i>) | Exclude until diarrhoea ceases. | Not excluded. |
| Campylobacter | Exclude until diarrhoea has ceased. | Not excluded. |
| Chicken pox | Exclude for at least 5 days AND until all blisters have dried | 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. |
| Cytomegalovirus Infection | Exclusion not necessary. | Not excluded. |
| Diarrhoea | Exclude until diarrhoea has ceased. | 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 an appropriate health authority. |
| Glandular fever (mononucleosis) | Exclusion is not necessary. | Not excluded. |
| Hand/ Foot and Mouth disease | Until all blisters have dried. | Not excluded. |
| Haemophilus type b (Hib) | Exclude until medical certificate of recovery is received. | Not excluded. |
| Hepatitis A | Exclude until a medical certificate of recovery is received, but not before seven 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. |
| 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. |
| Hookworm | Exclusion not necessary. | Not excluded. |
| Human immun.- deficiency virus infection (HIV AIDS virus) | Exclusion is not necessary unless the child has a secondary infection. | 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 | Exclusion is not necessary. | Not excluded. |
| Leprosy | Exclude until approval to return has been given by an appropriate health authority. | Not excluded. |
| Measles | Exclude for at least four 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 they may return to school. |
| Meningitis(bacterial) | Exclude until well. | Not excluded. |
| Meningococcal infection | Exclude until adequate carrier eradication therapy has been completed. | Not excluded if receiving rifampicin. |
| Molluscumcontagiosum | Exclusion not necessary. | Not excluded. |
| Mumps | Exclude for nine days or until swelling goes down (whichever is sooner). | Not excluded. |
| Parvovirus (erythema infectiousum fifth disease) | Exclusion not necessary. | Not excluded. |
| Poliomyelitis | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery. | Not excluded. |
| Ringworm, scabies, lice, trachoma | Re-admit 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 diarrhoea ceases. | Not excluded. |
| Streptococcal infection (including scarlet fever) | Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well. | Not excluded. |
| Tuberculosis | Exclude until a medical certificate from an appropriate health authority is received. | Not excluded. |
| Typhoid fever (including paratyphoid fever) | Exclude until approval to return has been given by an appropriate health authority. | Not excluded unless considered necessary by public health authorities. |
| Whooping cough | Exclude the child for five days after starting antibiotic treatment. | Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 10-day course of antibiotics. (Exclude close child care contacts until they have commenced antibiotics). |
| Worms (intestinal) | Exclude if diarrhoea present. | Not excluded. |

APPENDIX 2: CHILDREN’S SERVICES POLICIES & PROCEDURES LIST

Section 1 – Service Management

- 1.1 Hours of Operation
- 1.2 Enrolment and Orientation
- 1.3 Fees
- 1.4 Delivery and Collection of children
- 1.5 Late and Non Collection of Children
- 1.6 Authorisations
- 1.7 Confidentiality
- 1.8 Governance and Management
- 1.9 Social Media
- 1.10 Management of Complaints
- 1.11 Policy Development and Review
- 1.12 Maintenance of Records
- 1.13 Interactions with children
- 1.14 Family Partnerships
- 1.15 Sustainability

Section 2 – Staffing

- 2.1 Staffing
 - a. Staff Selection
 - b. Conditions of Employment
 - c. Staff Orientation
 - d. Staff Professionalism
 - e. In-service Training and Development
 - f. Review and Appraisal
 - g. Grievance Procedures
 - h. Disciplinary Action
 - i. Relief Educators
 - j. Volunteers, Students and Visitors
 - k. Educator:Child Ratios
 - l. Communication
 - m. Staffing Arrangements

Section 3 – Health and Safety

- 3.1 Hygiene
- 3.2 Nutrition & Food Safety
- 3.3 Sun Protection
- 3.4 Water Safety
- 3.5 Sleep and Rest
- 3.6 Administration of First Aid
- 3.7 Management of Incident, Injury, Trauma and Illness
- 3.8 Dealing with Infectious Diseases
- 3.9 Soiled Clothing and Linen
- 3.10 Medical Conditions and Medication Administration
- 3.11 Anaphylaxis
- 3.12 Risk Management
- 3.13 Emergency and Evacuation
- 3.14 Child Protection
- 3.15 Supervision of Children
- 3.16 Positive Behaviour Guidance
- 3.17 Providing a Child Safe Environment
- 3.18 Photography
- 3.19 Inclusion
- 3.20 Anti-Bullying
- 3.21 Transportation
- 3.22 Hazardous Materials

Section 4 – Programming

- 4.1 Educational Programs
- 4.2 Evaluation
- 4.3 Cultural Relevance and Diversity
- 4.4 Excursions
- 4.5 Television and Films
- 4.6 Use of Electronic Devices
- 4.7 Management of Animals

