



CENTRE POLICIES AND PROCEDURES



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Governance and Management

Elysium OSHC is owned and operated by **Elysium Brands Pty Ltd**.

The Officer in Effective Control of the business is **Matthew Hine**.

Matthew Hine has developed a management team for the service and the company. Information can be requested in person or writing and directed to Matthew Hine. It is at the discretion of Matthew Hine whether further information is provided.

Management

When at the service, all staff members have decision making abilities. However, in some situations they are limited. These situations are as follow:

- Financial and accounting decisions involving fees charged and status of account (active and inactive).
- Employment and Human Resource matters such as hiring and firing, remuneration and additional staff expenditure.
- Approval of outside providers.
- Activities and excursions developed and approved in a single day.

Staff members may work in teams of up to 3 people. It is advised that when staff are working they fall into one of the following categories.

- 1) Program Manager – Educational Leader – Diploma qualified or working towards
- 2) Program Assistant – Certificate 3 qualified or working towards
- 3) Trainee – No formal qualifications in education and care



1. Elysium OSHC Code of Conduct

Each of us is responsible for our own behaviour and we all need to take accountability for the behavioural choices we make. Our code is designed to help us, as individuals and a team, make appropriate decisions about our behaviour choices and to demonstrate the Elysium OSHC core values of integrity and respect, performance, professionalism and privacy.

Integrity and Respect

We are constantly judged by how we behave. Our reputation is one we can be proud of because of the integrity and respect we have towards each other, the children in our care, their parents and others associated with our Program.

Some examples of the way in which we demonstrate integrity and respect in our actions include:

- We give accurate, honest and complete information
- We treat everyone with the same level of consideration
- We do not tolerate harassment (including offensive language) of any kind, nor do we tolerate discrimination
- We work together as a team, striving for a safe, harmonious and fun environment
- We do not ask for, accept or offer money, gifts or similar which might, or appear to, influence our judgement in providing quality Out-of-School care

Performance

Our system is tried and tested. We measure our success by the value we have created for everyone involved in our Programs and the results we achieve through the provision of a well-balanced structured environment. It involves the pursuit of excellence, as we strive to achieve the highest standards in all aspects of Elysium OSHC.

Some examples of the way in which we demonstrate performance in our actions include:

- We always follow the Elysium OSHC systems and standards, which help us meet our ethical, legal and regulatory obligations and minimise any risk to ourselves and that of Elysium OSHC
- We always act within our authority as individuals or as representatives of Elysium OSHC
- We always generate results that are in line with the Elysium OSHC Vision, Mission and Code of Conduct



- We always respect the families and associates who use Elysium OSHC, but do not compromise the principles embodied in our Code
- We work efficiently and do not waste resources available
- We always work to improve our Programs for the benefit of all involved
- We ensure all accidents and incidents are correctly reported and dealt with

Professionalism

Professionalism is a conduct, which fosters and preserves our individual reputation and the reputation of Elysium OSHC. We are role models for the children and the face of the business to the parents. It is also about conducting ourselves ethically – at all times.

Some examples of the way in which we demonstrate professionalism in our actions include:

- We maintain and strive to improve the skills, knowledge and competencies that are required for us to provide the best OSHC available
- We do not initiate or perpetuate rumours
- We always provide an accomplished service, without the influence of drugs or alcohol, and in a responsible and appropriate manner
- We do not use confidential information for personal gain, or the gain of others such as friends, relatives or other people associated or potentially associated with Elysium OSHC

Privacy

We treat as confidential any information of the families who use our services, our team members and other people associated with Elysium OSHC. We also treat the business affairs of Elysium OSHC as private.









Some examples of the way in which we demonstrate confidentiality in our actions include:

- We keep confidential all information about the families who use our programs, even after we are no longer involved in a particular program or Elysium OSHC
- We only discuss a child's behaviour, discipline or progress with the appropriate people and in private
- We do not encourage or pressure others to disclose confidential, sensitive or privileged information
- We access confidential information only for authorised program or Elysium OSHC related tasks



ELYSIUM OSHC – SERVICE PHILOSOPHY

Elysium OSHC is a before and after school care and vacation care program. We are dedicated to the development and care of your child. Elysium OSHC and its staff have the belief that children should be nurtured and encouraged to try new things and develop new skills with the support of those that can be relied upon to deliver them.

	DEVELOP	WE ARE COMMITTED TO THE DEVELOPMENT OF EACH AND EVERY CHILD THROUGH POSITIVE THINKING AND UNDERSTANDING.
	ENGAGE	WE WILL ENGAGE EVERY CHILD IN ACTIVITIES THAT SUIT THEIR SKILLS OR AIM TEACH THEM NEW SKILLS.
	RELAX	WE BELIEVE THAT AT OSHC, ALL CHILDREN SHOULD BE ABLE TO RELAX AND UNWIND FROM THE PRESSURES OF SCHOOL LIFE.
	PLAY	WE WANT ALL CHILDREN TO EXPERIENCE LEARNING THROUGH PLAY.
	SAFETY	WE WILL PROVIDE A SAFE ENVIRONMENT THAT BRINGS WELLBEING TO THE CHILDREN MAKING THEM MORE CONFIDENT INDIVIDUALS.
	GROW	WE GAIN SATISFACTION IN SEEING THE CHILDREN GROW. AS THEY GROW, WE GROW TOO.
	FUN!	WE ARE COMMITTED TO BRINGING THE FUN! THE CHILDREN ARE MORE CONFIDENT COMMUNICATORS IF THEY ARE IN AN ENVIRONMENT THAT IS FUN!
	OWNERSHIP	WE WANT ALL CHILDREN TO HAVE OWNERSHIP OVER THE THINGS THEY DO AT THE SERVICE.



3. Program Environment

Elysium OSHC programs provide a safe and positive environment with child-focused activities. There is adequate and appropriate space for active indoor and outdoor recreation.

3.1. Positive and Child-Focused

Elysium OSHC programs provide a safe-structured environment where the safety and well-being of the children in our care is paramount. All children are to be made to feel welcome, included and important whilst attending our programs.

3.2. Cultural Diversity

Elysium OSHC programs will be mindful of cultural differences and the needs of the children in our care. Australian society is diverse in its makeup. The diverse range of children's and families' customs, values and beliefs will be accepted, respected and reflected in all activities. Elysium OSHC programs will endeavour to meet specific cultural needs, as far as possible. Children will be encouraged to share culturally significant events and special activities will be planned to acknowledge these events. These events will include Chinese New Year, Easter and Christmas.

- Staff will respect and value every parent and child regardless of race, cultural background religion, sex or ability or sexual preference of parents.
- Staff will make themselves aware of the specific cultures represented in the families and general community of the service.
- No discrimination will be made against any family or child due to their culture, race or sexual preference.
- Staff will not be judgemental towards the parents and respect any differences in child rearing practices (with the exception of child protection concerns)
- Staff will ensure parents have confidence in the service's quality of care for their child by seeking information regarding their cultural issues.
- Staff will encourage feedback and input from parents in relation to the program, policies or other issues in the service, which are affected by the families' culture or race.
- Parents will be invited and encouraged to contribute knowledge of their own culture to enhance the overall program.
- Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and to incorporate this into the program.
- Staff will make themselves aware of any issues or behaviour, which may be offensive to the various cultures and avoid possible offensive behaviour.



- All activities and behaviour in the service will be considerate of the cultural and linguistic diversity of the families within the community.
- Where possible parent information will be translated into other languages.
- Children will be encouraged to explore and share a range of cultural activities and experiences in the environment free from racial prejudice and harassment.
- Staff shall research and gain ideas regarding appropriate activities to be incorporated in the program.
- Staff should be aware of and ensure that festivals and celebrations of many cultures are included in the program.
- Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the differences in our society.
- All activities in the service will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.

Each Elysium OSHC location can be assessed on their cultural diversity measures assessed. Each centre may also be eligible for an Inclusion Support Subsidy (ISS) which can be used to improve facilities or employ additional staff to meet the needs of the children, See Appendix Three for further information regarding ISS providers and assessors.

3.3. United Nations Convention on the Rights of the Child

Elysium OSHC programs will duly follow Article 2 of the Convention:

1. States Parties shall respect and ensure the rights set forth in the present Convention to each child within their jurisdiction without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
2. States Parties shall take all appropriate measures to ensure that the child is protected against all forms of discrimination or punishment on the basis of the status, activities, expressed opinions, or beliefs of the child's parents, legal guardians, or family members.

3.4. Environmental Policy

Elysium OSHC has a commitment to protecting and conserving the environment within each school and its community in order to ensure the health and safety of children, parents and staff.

Elysium OSHC programs will incorporate environmental protection themes and will be included in the day to day operation of each centre.



Elysium OSHC will endeavour to use environmentally friendly products wherever possible. This includes recycled paper and chemicals.

All waste will be disposed of in an environmentally friendly way and products will be recycled whenever possible

3.5. Equal Opportunity and Priority of Access

All children, parents and staff have the right to equal opportunities regardless of gender, age, race, religion, impairment, marital status, political conviction, pregnancy, family responsibility or family status. Staff are required to treat all children and their parents or guardians with respect and to take into account different attitudes and expectations.

Elysium OSHC promotes diversity within each centre and encourages acceptance of individual differences. Programs and activities will reflect this commitment.

Children with a disability will not be discriminated against. A place within a Elysium OSHC centre will be available to them if:

- A place exists within the centre
- The child meets the priority of access
- The Elysium OSHC centre has the resources and are adequately able to care for the child

All staff will be employed according to equal opportunity provisions.

Child care will be provided in accordance with the Commonwealth Government's Priority of Access Guidelines. All parents and staff will have access to these guidelines, which are set out in three levels of priority. These guidelines for allocating places within a child care service are:

- Priority 1 - a child at risk of serious abuse or neglect;
- Priority 2 - a child of a single Parent/Carer who satisfies, or of parents/carers 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 in:

- Aboriginal and Torres Strait Islander families;
- Families which include person with a disability;
- Families on low incomes;
- Families from culturally and linguistically diverse backgrounds;
- Socially isolated families;



- Single parent/carers families

3.6. Daily and Weekly Format

Each session is guided by a routine that staff follow when running the program. This information is displayed on the parent information wall near the sign in and out devices.

Weekly themes are incorporated into the daily format. The daily format is an indication, only, of the types of activities the children will be involved with at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.

3.7. Learning Games

Time is allocated for each child to complete homework participate in learning games and activities. This is particularly important time as it allows children to focus on tasks in a supervised environment. If a child has no homework or finishes prior to the time allowed, they will be able to choose a suitable quiet activity such as reading or colouring.

Elysium OSHC staff are not able to enforce that children complete homework. They are also not teaching staff and are not expected to understand or interpret school curriculum. Elysium OSHC staff are required to provide support to children if required in order for them to complete homework tasks.

3.8. Adequate and Appropriate Space

It is important that there is sufficient room for children to play freely, including allowing for quiet activities, messy activities and physical activities.

- Elysium OSHC staff will ensure that children are encouraged to spend time outdoors as well as indoors.
- Noise levels will be appropriate to the activity taking place.
- Equipment must be stored safely away at the end of the activity in a secure area.
- Tables and chairs will be provided for meal times, homework and quiet activities.
- A separate quiet area will be created for those children who do not wish to join in other activities; this area will remain under Elysium OSHC supervision.
- Furniture will be placed in the room in such a way as to ensure that the children are able to enjoy the activities provided.

3.9. Media Exposure



Media exposure such as television, DVDs, videos and music can have a positive impact on a child's learning experience. However, this media exposure needs to be age appropriate and used selectively to enhance the child's learning.

Television may be used in order to conduct a Elysium OSHC program. Staff will ensure that alternative activities are available for children who do not wish to watch the program.

Elysium OSHC will limit the viewing of commercial stations and all programs viewed by children will be of a PG rating or below.

Staff are required to ensure the material watched by children is age appropriate and that they discuss what is happening with the children as often as possible. The children need to be prepared for what they will see and have any ideas or anxieties discussed with them.

4. Behaviour Management

Elysium OSHC will ensure our environment is a safe and happy place for everyone. We maintain an emphasis on being polite, considerate and co-operative. Our rules and code of conduct, which we expect children to follow, are explained to the children.

Elysium OSHC behaviour management procedures are in line with the behaviour management procedures in place at the school. A copy of this policy can be found in Appendix Two.

If we experience behavioural problems with a child the parent will be contacted and consulted in regards to the behaviour. If a parent has any questions or complaints on this subject they should contact the Program Manager. These matters should not be discussed with other staff members. We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Children have the right to be safe and feel safe, to receive care, attention, and support from program staff and to be treated fairly, with dignity and respect.

The program will have a consistent and planned approach to behaviour guidance. This means first looking at program and environment factors which may influence behaviour. This will include providing a varied and stimulating program and using positive reinforcement for desired behaviours.

Then if necessary, staff will provide behaviour guidance using the least intrusive approach possible and non-punitive practices.

Children will be encouraged to take responsibility for their behaviour through offering choices and implementing natural and logical consequences, including if necessary the involvement of parents.

The program will deal with children's behaviour that is unsafe or poses a significant safety risk as a matter of highest priority with the goal of ensuring the safety of all children and program staff.



4.1. Preventative Planning

Many behaviour problems can be dealt with by providing an appropriately varied and stimulating program that meets the needs of all children attending.

In considering a preventative approach, staff will ask the following questions:

- ☐ Are the basic needs of children being met?
- ☐ Is the physical space set up appropriately?
- ☐ Can the program plan and routines be varied to influence the behaviour?
- ☐ Have children contributed ideas to the program?
- ☐ How much responsibility are children given for implementing the program, daily routines, chores?
- ☐ Are there clear rules and boundaries that everyone understands?
- ☐ What are the staff doing to model and motivate appropriate behaviour in the program?

4.2. Setting Rules and Boundaries

Staff will include children in discussions to establish and then reinforce rules and program boundaries, which will be displayed at the program.

Staff will discuss with children the consequences for breaking rules and boundaries.

Children will be given responsibility for helping new children understand the rules and boundaries.

Rules should address

- respect for each other
- respect for property and equipment
- the need for safety

4.2.1. Behaviour Guidance Steps

Use Least Intrusive Approach

1. Ignore when appropriate
2. Give a clear, simple direction which is assertive but non-aggressive
3. Remind the child of the relevant rule
4. Re-state the rule



5. Re-direct if the child is argumentative
6. Make the choice or consequence clear
7. Follow through with consequences if necessary

4.2.2. Other Possible Behaviour Guidance Steps

- Defer further action until parent comes, if appropriate
- Allow cooling-off time
- Re-establish relationships after giving guidance
- Recording of behaviour - confidential incident form
- Staff seek professional guidance and support
- Preparation of individual behaviour plan
- Possible meeting with parents
- Possible suspension or exclusion as per policy below

4.2.3. Consequences

With all incidents, staff will follow through ensure that unacceptable behaviour results in appropriate consequences. Children need to understand and accept that consequences are important. Staff will apply consequences consistently.

Consequences may include talking to parents, loss of privileges or use of equipment, or compensating for damage.

Punitive discipline will not be used. This includes punishing by hitting, the withholding of food or drink, isolation from the group, verbal or emotional abuse.

Parents and children will be advised that a possible consequence for a serious incident is that staff may contact parents and ask that they come and remove the child from the program immediately.

4.3. Serious Behaviour Problems and Exclusion of Children

Serious incidents of unsafe behaviour or repeated incidents of inappropriate behaviour will be recorded and reported to parents.

Parents will be asked to meet with the supervisor to discuss concerns and make agreement on conditions for child's continuation in the program. A representative of program management may also attend the meeting.



In the case of unsafe behaviour the program may exclude the child from the program immediately.

In all cases parents will be given the chance to meet with the program staff.

In any meeting concerning a child's behaviour, the child concerned will be present and given the chance to speak.

All discussions and recording of children's behaviour will be entirely confidential.

4.4. Conflict Resolution

Conflict between children is a normal and everyday occurrence. Staff will use appropriate, child-centred methods to help children manage conflicts.

1. If needed, give children time to cool off.
2. Allow both children time to talk about what happened and what the conflict was about.
3. Ask how the situation could have been managed differently, assist children to problem solve
4. Ask how the children want to end the conflict resolution process e.g. handshake, trade toys, apologies

Staff will also help children to recognise and express feelings such as anger in safe and appropriate ways.

4.5. Staff Conduct

No child will be hit or in any way physically, verbally or emotionally abused by staff.

Staff will address behaviour calmly and assertively, and will not shout, threaten or intimidate children.

No physical restraint will be used on children unless it is an immediate issue of safety for the child or other children or staff and direct verbal commands have not been effective.

Staff will not discuss the behaviour of children outside of the program without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected.

5. Program Operations

Elysium OSHC program managers follow written policies and procedures regarding the operation of a Elysium OSHC program to ensure the safety of the children in our care.

5.1. Fees



Fees are determined by the Elysium OSHC Program Manager in consultation with owner. The Elysium OSHC centre must give two (2) weeks' notice of any fee changes unless changes are made beyond the centre's control.

Fees will be charged for children booked into a session – regardless of whether the child attends the session. Parents and Guardians have seven days (7) to pay the invoice from the date the invoice was issued. This means if the invoice was issued on the 15th of any given month, the parent or guardian has until the 22nd of that month to pay the invoice.

If the parents and guardian has not paid the invoice, the child will not be able to attend the OSHC centre until the invoice has been paid.

Fees are payable two weeks in advance.

Accounts will be provided to the parent or guardian upon pick up of their child or mailed to their home address. Parents or guardians can opt to have their accounts emailed to them.

Casual bookings are required to pay for the attendance when the child is picked up from your centre.

Payment of accounts can be made by cash, cheque, direct deposit or EFTPOS.

5.2. Outstanding Accounts

A payment plan may be negotiated with the parent or guardian and the Program Manager. The plan will need to be written and signed by both parties.

5.3. Child Care Subsidy

Applications for the Child Care Subsidy must be made through the Family Assistance Office through Centrelink. This Office will determine what level of benefit is paid.

It is the parents or guardians responsibility to notify the Family Assistance Office of any changes that may affect their entitlements.

5.4. Enrolment

Children will not be accepted into a Elysium OSHC program unless the parent/caregiver has completed and submitted to the Program Manager a Elysium OSHC enrolment form.

Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. On enrolment, parents will be given a "Parent Handbook", advised about access to Service Policies.

The Enrolment form is used to determine the staffing ratios for the program each day. It is important that any additional bookings or cancellations to part time or full time registrations are made with plenty of notice.



If parents require a change to their booking on the same day they must notify the Program Manager or Elysium OSHC owner before 12noon. Elysium OSHC will not be held responsible for changes to bookings after 12noon on the same day. Parents will be provided with a welcome letter and a parent information booklet outlining the above information including appropriate contact numbers for the Program Manager or owner.

Parents may incur the cost of mobile phone calls and other associated costs to verify a booking and / or to establish the whereabouts of their child(ren).

A casual booking should be notified 24 hours prior to the day required. However, in an emergency situation we can accept bookings up until 12 noon on the day required.

Parents are advised via the parent information booklet that it is their responsibility to advise the Program Manager of changes in contact details and custody arrangements.

At the end of each school year Elysium OSHC Program Manager's will liaise with all parents regarding their booking needs for the new school year and confirm all emergency contact details are still current.

5.4.1 Acceptance and Refusal of Authorizations

During the enrolment period, guardians can elect to have individuals they trust as people that they give permission to authorize medication, emergency services, etc. At any time, the guardian may wish to remove these individuals from the list. This can be done by contacting the responsible person directly and either giving written notice of change, completing a change of booking form or completing a new enrolment form.

5.5. Orientation of Children and Parents

Each child and their parents or guardians will need to be orientated with the Elysium OSHC centre, even if they have been enrolled in OSHC centres previously.

Each child needs:

- Be given a tour of the Elysium OSHC centre
- To be shown where the toilets are located
- Be provided with a 'buddy' who is familiar with the Elysium OSHC program and daily routines. This 'buddy' should be of a similar age.

The orientation of parents is also important in order to put their minds at ease and communicate how Elysium OSHC works. Each parent needs:

- To be introduced to staff members
- Be given a tour of the centre
- Shown the programs and Elysium OSHC routines
- Be provided with a Parent Handbook



- Shown how they can communicate with staff about their child and comment on Elysium OSHC and their programs
- To discuss their child (ren) with staff members
- Understand billing and payments

5.6. Drop Off and Pick Up of Children

The adult assigned to dropping off and / or uplifting the child(ren) must complete the daily roll sheet by signing the child(ren) in at time of drop off (for before school and holiday programs) and out at the time of pick up for after school and holiday programs. This is for both the safety of the children and for payment records.

Only approved persons will be able to uplift a child as notified by the Enrolment form or advised by parents and / or guardians on a specific day. Should a non-authorised person arrive to collect a child, the parent must be contacted prior to allowing the child to leave with this person. Written permission must be given for children to leave the program unaccompanied.

In the case of a parent/guardian with parental responsibility for the child, arriving at the Centre to collect their child in a visibly intoxicated or unfit state to drive, the parent / guardian will be encouraged to contact an alternative adult to drive them and their child home or the Centre will offer to ring a taxi. If the parent / guardian insists on taking their child, the police may be informed.

Where human life is at risk any part of the above may not be able to be complied with. In such circumstances the police will be immediately informed.

5.7. Non- Arrival of Children

Should a child not arrive at the program the following steps will be taken.

1. Parents will be telephoned
2. If Parents are unavailable, emergency contacts will be telephoned.
3. If it is after school and no contacts are available, the school will be contacted for absence information.
4. Local police will be contacted.

5.8. Late Pick-Up

We are open until 6.00pm daily. Children must be picked up by this time. We have a late pick up fine of \$15.00 per 15 minutes or part thereof per child. Where a child has not been picked up by 6.15pm and staff have not been notified they will proceed to contact Parents and emergency contacts as per the 'Child Information and Registration' sheet. At no time will a child be abandoned, however, the Program



Manager is authorised to take all necessary steps to ensure the safety and wellbeing of the child. If within one hour of the program closing there has been no contact from the parents, the Program Manager will advise the business owner who will contact the Police Department of Human Services Child Protection or Children's Services Advisor for advice.

5.9. Cancellation

Elysium OSHC requires written notice at least two (2) weeks in advance of a child being withdrawn from a permanent, part time or holiday program booking. If two weeks notice is not provided, a two week fee payable based on the previous booking

You will need the parent/guardian to complete a Change of Booking Form.

If a child has a medical issue and has supporting medical documentation the cancellation period is seven days (7).

No Refunds are given for absences – absentees are charged the full amount.

5.10. Family Contact

All Elysium OSHC staff need to communicate openly with parents and family members in an honest and supportive manner that encourages a positive parent/child relationship. All communication with family members should be kept confidential especially if it is in regards to personal matters.

Parents and guardians are an invaluable source of information regarding feedback on Elysium OSHC. Their feedback should be sought through a variety of different means including a suggestion box, regular discussions and feedback forms.

Elysium OSHC staff members must not determine, in the absence of legal documentation, that ne parent is more appropriate or adequate that another in regards to the legal rights of their child.

Parents or guardians must have access to the Program Manager in order to discuss concerns regarding the service or their child. There must be a private area on each centre where family members can discuss issues confidentially.

Where a child is not living with both parents or guardians or in situations of disputes surrounding the responsibility of the child:

- The parents/guardians remain jointly responsible for the child unless a court order determines otherwise.
- The Program Manager must cite this order

Elysium OSHC staff can communicate formally and informally with parents and family members. The situation will determine which option is more appropriate.

Formal communication includes:



- Formal Induction processes for all parents, children and staff
- Annual parent and child surveys
- Parent or guardian interviews
- Grievance Procedures
- Written communication

Informal communication includes:

- Daily interactions with staff, children and parents
- Notice boards
- Pamphlets
- Phone conversations

5.11. Documentation of Programs

Elysium OSHC requires all centres to document in a variety of manners, the programs they run and how the children respond to activities. This can be completed in a variety of manners and Elysium OSHC encourages creativity in how programs are recorded. The evidence of the Elysium OSHC programs may be useful for meeting national quality standards.

Methods of documentation can include but are not limited to:

- Photographs of children participating in activities
- Sample works such as paintings or drawings
- Written programs and plans
- Feedback forms from children and parents
- Video of children participating

Proper planning is essential but samples of how the programs are implemented and received by children are not. Written plans need to be completed weekly. Other types of documentation need to be completed at least twice per term.

5.12. Complaints Procedure



As a business organisation we welcome the feedback of any parent, caregiver, staff or member of the Elysium OSHC community or host of our programs. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. If a parent or guardian has a complaint or problem with Elysium OSHC, the following procedure needs to be followed:

Step 1

The parent must speak to the Program Manager about their concern and the Program Manager will follow up as soon as the matter is brought to their attention - usually outside of the program hours.

Step 2

If the matter is not resolved to their satisfaction or it is inappropriate to raise it with the Program Manager in the first instance it should be escalated to the Business owner.

All complaints should be put in writing – a form is available on site to do this. As far as practicable a resolution will be sought within 24 hours. Records of complaints will be kept in a confidential file at the Owner's home office.

5.13. Children with Special Needs

Every effort will be made to include children with special needs in Elysium OSHC Programs.

The Program Manager will assess if the child's needs can be catered for and that the child will benefit from being at the program. Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the parents and included with the child's enrolment form. Suggested questions are outlined below.

With parental consent the Program Manager may also contact schools and other agencies that have contact with the child for more information and advice.

Each Elysium OSHC location can be assessed on their cultural diversity measures assessed. Each centre may also be eligible for an Inclusion Support Subsidy (ISS) which can be used to improve facilities or employ additional staff to meet the needs of the children, See Appendix Three for further information regarding ISS providers and assessors.

The safety of the child and other children in the program will be a major consideration. The Program Manager must make a full assessment, with the assistance of the child's parent, as to the needs and requirements of the child, prior to the child commencing care.

It is the Program Manager's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.



If the child will require further special aids, for example modified facilities, extra staff or staff training the Program Manager will make the final decision after consulting with program staff and the school Principal.

Each case will be considered individually and every effort will be made to include the child within the limits of the program's resources.

The Program Manager may negotiate enrolment for an initial trial period.

Each Elysium OSHC location can be assessed on their ability to cater for special needs assessed. Each centre may also be eligible for an Inclusion Support Subsidy (ISS) which can be used to improve facilities or employ additional staff to meet the needs of the children, See Appendix Three for further information regarding ISS providers and assessors.

5.13.1. Collecting Information about Children with Special Needs

Programs will need to gather the following type of information on children with special needs enrolling in their program:

- Does the child have a diagnosed disability?
- What are the details of the disability?
- How does the disability affect the child?
- Do they have any medical conditions and what implications does this have for providing care?
Do they have asthma, allergies, fits, seizures, etc.?
- What can the program do to minimise the chance of these occurring?
- What are the symptoms and what steps have to be taken to control these?
- Do they have any dietary restrictions?
- What is the child's health history, e.g. head injuries, operations, etc.?
- Are there any activities the child should avoid for medical reasons?
- Do they take medication?
- Does the child have any problems with behaviour in associating with other children?
- Do they have a behaviour plan?
- Is there anything specific that upsets the child?
- What methods are used to calm them should they get overexcited or have problems with their behaviour?
- How will the child cope being with a large group of children?
- Do they tend to wander off?



- Do they require any specialised equipment?
- Do they require assistance with eating, washing and toileting? Have they been in a program before?
- What activities do they like?

6. Health, Safety and Managing Medical Conditions

Elysium OSHC programs comply with all relevant health and safety legislation to ensure that children, staff, volunteers and visitors are protected from risk.

Staff will communicate with children, guardians and members of the school to ascertain information in regards to managing medical conditions. Staff will record all relevant information in the child's individual file. Staff members will familiarise themselves with medical conditions through an induction process and will regularly check student's communication plans for updated information.

6.1. Staff Training

All program staff must receive a copy of the Elysium OSHC employee handbook prior to their first day on site, this booklet outlines what it means to work on a Elysium OSHC centre and will ensure that they have a basic understanding of your expectations.

All staff and Program Managers must attend a Elysium OSHC induction training session within four weeks of joining Elysium OSHC. This training includes, but is not limited to,

- Elysium OSHC policies and procedures
- How to work in a safe and healthy manner
- Hazard identification and minimisation
- Risk management
- Accident / incident reporting
- Emergency procedures

At least one staff member at the centre at all times will have a first aid certificate.

6.2. Basic Health and Hygiene

All staff and children must wash their hands before handling and preparing food and eating as well as after wiping their nose, playing outside and handling animals. This is to prevent the spread of viruses and diseases. It may be suitable to have a soap dispenser and paper towels located within the main room of the centre so the children can dispense soap onto their hands, wash their hands in the bathroom and then return to thoroughly dry their hands.

- Children will be strongly encouraged to flush toilets and wash hands after use.
- Used tissues are to be disposed of immediately.



- Toys must be easy to clean in hot water.
- Surfaces must be cleaned with appropriate chemicals after each activity and all surfaces must be cleaned daily.
- If an area is subjected to bodily fluids, this area must be cleaned thoroughly with appropriate chemicals (i.e. bleach)
- All cups and kitchen utensils will be washed after use in hot soapy water
- Staff must not encourage children to use cups or utensils that have been used by another child or dropped on the floor
- Staff must not encourage a child to eat food that has been handled by another child or that has been dropped on the floor
- When mopping up blood from a surface, do not use hot water. Instead use cold water and detergent and then clean over the surface with a bleach solution
- All stainless steel surfaces must be cleaned with a methylated spirits and water solution in a 7:3 mix.
- Bleach should be diluted on the day of use

All children and staff members must sit down when eating and drinking.

6.3. Basic First Aid

All staff must wear disposable gloves when in contact with blood or bodily fluids and wash hands thoroughly with warm soapy water after gloves have been removed. Gloves must also be worn when handling equipment or linens which have been soiled.

If CPR is required, a disposable sterile mask must be used. If one cannot be located quickly, a piece of cloth can be used instead until a mask can be found.

If first aid is required, no staff member with appropriate qualifications can deny this request.

An open wound must be covered securely with a waterproof dressing. If this cannot be achieved the child cannot attend any Elysium OSHC centre until this wound is healed.

6.4. HIV, AIDS and Hepatitis

Elysium OSHC believes that HIV, AIDS and hepatitis are best dealt with by the implementation of preventative measures. HIV, AIDS and hepatitis are not transmittable through general contact such as holding hands. No parent, child or staff member will be discriminated against or treated any differently due to their HIV, AIDS or hepatitis status.



A parent, child or staff members HIV, AIDS or hepatitis status will remain confidential. Where this information may be common knowledge, the Program Manager will need to address fears, concerns and prejudices. The Program Manager will need to contact the relevant health authorities in their state or territory to access current information for educational purposes.

Basic hygiene procedures require all staff to wear disposable gloves when treating open sores, wounds, cuts or bodily fluids. It is also a requirement that staff with skin conditions such as eczema or dermatitis, or wounds, wear disposable gloves.

Blood or other bodily fluids should be washed off skin surface with warm soapy water as soon as possible.

If a child is biting another child, behaviour management procedures should be implemented as this can pose a serious health concern.

6.5. Occupational Health and Safety

Elysium OSHC is committed to providing a safe workplace for employees, visitors and children. Detailed information can be found in the staff handbook.

6.6. Visitors

From time to time, certain visitors may be invited onto a Elysium OSHC premises as part of the Elysium OSHC program. These visitors may include the fire brigade, police, doctors, nurses or community members who possess certain skills which may improve how a Elysium OSHC program is conducted.

All unwelcome visitors onto a Elysium OSHC centre will be asked to leave immediately and refusal to leave may warrant police being called. Staff are not permitted to physical escort unwelcome visitors from a Elysium OSHC centre

6.7. Risk Assessment and Management

Risk assessments and management of risks are completed and documented on Elysium OSHC approved forms.

6.7.1. Hazard Identification and Safety Checks

All Elysium OSHC programs must complete a written daily centre check prior to commencing the program using the standard Elysium OSHC Hazard and safety check form. Any hazards identified must be isolated, monitored and where necessary reported to the school for rectification. The report must be dated and initialled by either the Program Manager or the owner.



6.7.2. Risk Assessment

Risk assessment is the process of analysing the risks of an activity that may pose a higher risk than normal. It must be undertaken for any off-centre activity or any new activity that poses some degree of risk.

All Elysium OSHC programs must complete a Elysium OSHC Risk Assessment Management form prior to undertaking any such activity. These forms should be kept, reviewed and used whenever the same activity is undertaken.

6.8. Accidents and Incidents

A record must be kept of every accident to children, staff and visitors. An incident is a “near miss” that may have caused serious harm. These are recorded to reduce the risk of a future accident. All Elysium OSHC programs must record all accidents / incidents on the Accident and Incident report form.

A parent or guardian will provide written authority via their enrolment form for staff to seek medical attention for their child if this is required.

When a minor accident occurs, staff who have appropriate first aid qualifications need to:

- Assess the injury and determine if the injury is minor
- Wear disposable gloves and attend to the child by supplying first aid treatment
- Check if children or staff have come into contact with the child’s blood or bodily fluids and tell them to wash the areas with warm soapy water
- Contact the child’s parent or guardian. If the parent or guardian cannot be contacted, ensure they are informed of the accident upon arrival
- The staff member will need to complete an accident and incident form.
- This form will need to be kept in the child’s file.

A serious accident is where the injury to the child or staff member cannot be treated from within the centre. In the event of a serious accident:

- A staff member who is qualified in first aid must assess the injury and decide whether the child or staff member should be taken to a local medical practitioner or whether an ambulance is to be called.
- The child should be kept calm
- If the child requires a medical practitioner, this practitioner should be called to the premises in order to not disturb staff to children ratios.
- If an ambulance is called, a staff member is required to accompany the child



- The child's medical record must be taken in the ambulance
- Another staff member must immediately contact the child's parent, emergency contact or guardian and advise them of the accident, the injury and where their child has been taken.
- Ensure that staff appropriately clean any blood or bodily fluids
- A staff member will need to complete an accident and incident form.
- The Program Manager will also need to notify the principal of the school and forward them a copy of the accident and incident report
- Another copy should be sent to the Department of Education and Early childhood Development.

Any costs incurred for providing medical attention other than basic first aid will be payable by the child's parent or guardian.

6.9. First Aid Kits

All Elysium OSHC programs must have a well-equipped first aid kit that is easily accessible both on and off centre. The kit must be checked at least once per term and updated with the date of the check recorded. A checklist of everything you need in your first aid kit is available in your centre documents folder.

Certificates of first aid courses should be kept on file at each centre and updated as required.

6.10. Dangerous Substances

Each staff member needs to be aware of the storage requirements for all chemicals, equipment and medication. Each Elysium OSHC centre will need to have appropriate storage facilities for these potentially dangerous substances.

All medications must be stored in a fridge in the kitchen area of the centre. They must be placed on a high shelf.

No chemicals may be stored near a food preparation area. Chemicals, including cleaners and insect sprays, cannot be used near children. If they do need to be used, the area must be well ventilated.

6.10.1. Poisoning Procedure

If a child or staff member has been poisoned by a substance, follow these procedures:

- Swallowed/ Ingested Poison:
1. Do not make the child or staff member vomit



2. Pick up the container/vegetation and take to the telephone
 3. Call the National Poisons Information Centre on 13 11 26.
 4. Call an ambulance
- **Poison on the Skin:**
 1. Remove contaminated clothing, taking care not to touch or spread the chemical
 2. Flood the skin with cool running water
 3. Wash gently with soap and water and rinse well
 4. Call the Poisons Information Centre on 13 11 26.
 5. Call an ambulance
 - **Poison in the Eye:**
 1. Flood the eye with water from a cup, jug or slowly running tap for 10-15 minutes, holding the eye open
 2. Call the Poisons Information Centre on 13 11 26.
 3. Call an ambulance
 - **Inhaled Poison:**
 1. Get the person to fresh air quickly without placing yourself at risk
 2. Open doors and windows wide if safe to do so
 3. Call the Poisons Information Centre on 13 11 26
 4. Call and ambulance

6.11. Toilet Facilities

6.11.1. Use of Toilet Facilities

The children will use the toilets available for boys and girls, labelled boys for boys and girls for girls..

Where those toilets are unavailable the children will use the staff toilets. These are unisex toilets and the below steps are to be taken:



- o Adults are not to use the toilet facilities at the same time as a child being present in the same area.
- o Adults are to wait outside the toilet to notify children that the toilet is in use by an adult, child can return when called.
- o Where the toilets are unisex, and there are two toilets Elysium OSHC will nominate one to be girls and one boys. Where there is only one unisex toilet then the staff will ensure that boys and girls do not use the toilet at the same time.

Public Toilets – an adult supervisor to remain outside the toilet monitoring children’s usage and ensure adults are not accessible to children using toilets, and that all children are monitored and accounted for at all times, without invading each child’s privacy.

6.11.2. Checking and Cleaning of Facilities

On arrival at program venue, before children arrive, check all toilet facilities.

- Flush toilets if necessary
 - Notify caretakers or cleaner if toilets require attention
 - If toilets require attention and caretaker or cleaner not available – clean as required and notify appropriate authority of condition of facilities, actions taken and make a formal request (in writing) of facilities being clean and appropriate for use, as per lease agreement.
- ☐ If a child should have an accident, i.e. not reach the toilet in time and either vomits or soils the toilet or any other area, the manager and staff can seek assistance and or cleaning equipment to clean up the area. DO NOT LEAVE UNCLEANED.
- ☐ Ensure that all equipment is appropriately sterilised or thrown away.

6.12. Food Preparation

One staff member will be responsible at all times for ensuring that food preparation areas are kept clean and that food is prepared and stored in a hygienic manner. Hands will be washed before preparing food and during the course of preparing the food. If there is no kitchen available, then there must be a designated food preparation area, which should not be used for any other purpose at the program. The staff member responsible for food preparation needs to be aware of any specific food allergies or requirements as identified on the child’s Enrolment Form.

Food will be served to children using appropriate equipment and utensils. Perishable foods must be stored in a refrigerator and non-perishable foods must be stored in sealed containers.

All leftover food must be hygienically disposed of at the end of the program.



All food must be kept and served hygienically in accordance with food safety training. All Elysium OSHC centres are required to be registered as a food business with the appropriate body (generally the local council) to ensure their food hygiene practices meet the Food Standards of Australia and New Zealand.

6.13. Nutrition

Elysium OSHC aim to provide nutritious food and snacks to children in order to promote a healthy lifestyle and encourage positive food habits in children. These positive food habits will be part of each child's learning experiences and will be encouraged through the use of role models and programs.

The foods available at Elysium OSHC centres will take into account:

- The nutritional values of the foods
- The availability and costs of foods
- The variety of foods including colour, flavour, texture and taste
- The dental health of children
- The amount of sugar contained within certain foods
- The theme of the week
- Salt levels

Water will be available to children at all times and high calorie foods will be avoided. Artificial colours and flavours are also avoided.

Allergies are also taken into account when planning a menu. Parents must notify Elysium OSHC if their child suffers from any food allergies.

6.14. Medication

Medication may occasionally need to be administered to children whilst attending a Elysium OSHC program. This could be short term (e.g. antibiotics) or long term (asthma inhaler). All medication administered must be recorded and all care must be taken to ensure the correct dosage is given at the required time.

6.14.1. Staff Administering Medication

Elysium OSHC Program Managers are required to ensure that all staff are familiar with additional requirements of all children registered and attending the program at which they work.



It is preferable that the Program Manager is the person responsible for the administration of medication. A second person on site should also be aware of all that is required so that in the absence of the manager the responsibility would transfer to that person. However as a contingency measure all staff should be briefed on a regular basis about the children attending and their varying requirements.

Elysium OSHC enrolment forms have a section for parents to complete regarding any prescribed medication their child may need to take; there is also a section where they must sign to give Elysium OSHC permission to administer medication to their child. Parents whose children who require regular medication should also complete the Elysium OSHC medication information and permission form which is to be kept in a file marked “Children requiring medication” Under no circumstances may medication be administered to any child without prior written consent by the parent. When medication is administered it must be recorded on the medication information and authorisation form.

On the centre copy of the child enrolment details, highlight any children that have allergies or require medication to be administered.

If medication is stored on site, it is to be kept in a locked or secure cabinet or in the fridge on a high shelf.

Information required to be recorded on the relevant child’s medication record form when administering medication

- Date and day
- Description and dosage of medication
- Name and signature of staff member that administered the medication.

If there are at any time any questions, queries or the instructions are unclear please contact the child’s parent, caregiver or doctor.

6.14.2. Self-Medicating Children

Elysium OSHC program staff need to be aware of any children who carry medication in their school bags. Such bags (where possible) are to be stowed out of reach of the other children. In consideration of the emergency evacuation procedure; it would be the preferred situation if these bags were able to be stowed close to the door.

Children must still be supervised when taking their medications, such as Ventolin. Administration of medications policy will guide staff in these situations.

6.15. Animals

Whilst it is not normal to have animals at a Elysium OSHC program, there may from time to time be occasion when children come into contact with animals whilst in Elysium OSHC care (e.g. visit from a petting zoo or a trip to a farm).



Elysium OSHC enrolment forms have a section for the parents to advise if their child has any allergies. Program Managers must make their staff aware if any children in the program are allergic to animals.

If animals are kept on the premises, it is expected that the Program Manager ensure that they are clean and healthy and will not endanger the children's health. If you anticipate that you will encounter animals during an off-centre trip, then prior to the trip the Program Manager must visit the venue to ensure that the animals are securely contained or are safe to visit in a manner that will ensure the safety of the children in our care.

If at any time a potentially unsafe animal is in the area of the Elysium OSHC program, steps must be taken by the Program Manager to ensure the children are kept safe. This could involve actions such as moving all children indoors until the animal can be removed from the property.

6.16. Cleaning Equipment and Materials

As cleaning equipment and materials will be available to staff during the operation of a Elysium OSHC program, it is essential that all dangerous cleaning materials are stored in a manner to ensure children do not have access to them. Children may assist staff with tidying and cleaning of the program under staff supervision.

6.17. Sick Children

If a child attending the program becomes unwell or upset, the Program Manager will contact the authorised people listed on the child's enrolment details sheet for them to pick up the child as soon as possible. The child will be allowed to lie down in a quiet area until the parents arrive.

Parents are to be reminded regularly through the program newsletter that Elysium OSHC programs do not have the facilities to cater for sick children and thus we are unable to keep them at the program if they are unwell.

If an outbreak of disease occurs in a Elysium OSHC centre, the Program Manager must notify all parents immediately by email.

6.17.1 Infectious Disease

Measures will be taken by management and program staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusions periods and/or need for a medical practitioner certificate to allow the child to attend the service again.



Exclusion periods may apply for certain symptoms or diseases:

Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well



Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

6.17.2 Medical Conditions

At the time of enrolment, the parent/guardian must advise the Program Manager of any medical conditions, such as any allergies, anaphylaxis, diabetes and asthma that the child has been diagnosed with. Parents and guardians also need to indicate if any medication (whether prescription or homeopathic) is to be administered to a child during any session of care. Parents need to discuss the specifics with the Program Manager or the qualified staff member in person or on the phone. In some instances specific Medical Management Plans, risk management and minimisation plans, equipment and other resources may also need to be provided before the child can attend the service. Parents will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage, frequency, date of dispensing and used by date, which can be completed on the Medication Record form. In the event of a medical incident relating to the child's specific health care need, the medical management plan will be followed by staff members.

6.17.3 Risk Minimisation

Risk minimization plans will be developed in consultation with parents and guardians. These plans are developed to ensure that the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimized. The removal of any known allergens will take place to help protect the health and safety of the child and parents will be notified if the OSHC environment is compromised. Guardians can communicate any changes to the medical management plan or risk minimisation plan at the point that the information becomes relevant in writing or by supplying documentary evidence to the program coordinator.

6.18. Dental Injuries

For all dental injuries, apply First Aid as below and call parents immediately. You will then need to complete an Accident Incident Form.

6.18.1. Knocked Out Tooth:

Retrieve the tooth. If dirty, rinse tooth in milk by the crown (not the roots). If not able to use milk, rinse in water for a few seconds only or have patient suck it clean. Put the tooth back in the socket. If unable to put the tooth back in the socket, wrap it in Glad wrap or in a container of milk, or have the patient carry it in their mouth inside the cheek. Call the parent or guardian. Go to a dentist within 30 minutes if you can.



6.18.2. Broken Tooth:

Try to clean debris from the injured area with warm water. If caused by a blow, place a cold compress on the face next to the injured tooth to minimise swelling. Try to find all the bits that are missing and keep them moist, and take them with you to the dentist. Call the parent or guardian. Go to the dentist as soon as practicable.

6.18.3. Bitten Tongue or Lip:

Apply direct pressure to the bleeding area with a clean cloth. If swelling is present, apply a cold compress. If bleeding doesn't stop readily or the bite is severe, go to the dentist or hospital. Call the parent or guardian.

6.18.4. Objects Wedged Between the Teeth:

Try to remove the object with dental floss. Guide the floss in carefully so as to not cut the gums. If unsuccessful, go to the dentist. Call the parent or guardian.

6.19. Smoke-Free

Elysium OSHC programs do not allow staff, parents, visitors or others to smoke in or around the vicinity of any program activities at any time when they are held on our program centre or within our sphere of control. There will be signs present in the program to remind everyone of this requirement.

6.20. Anaphylaxis

Anaphylaxis is a sudden and often very severe allergic reaction. These reactions can range from serious to life threatening. Reactions can be caused by a range of factors including foods and insect bites.

The only treatment for severe anaphylaxis is adrenaline which is administered directly into the blood stream. It cannot be given orally. Adrenaline increases blood pressure but also decreases pressure caused by swelling on the airways.

Adrenaline is administered in an emergency situation by the use of an EpiPen which can only be provided to a child by prescription. Only staff who have been trained in anaphylaxis can administer a adrenaline. A child cannot be accepted into a Elysium OSHC centre without an EpiPen.

All staff will be made aware of any who child has an allergy in order to limit their potential exposure to the allergen. The child may also wear a medic alert bracelet.

Parents are required to disclose their child (ren)'s allergies at the time of enrolment via the child's enrolment form. At this stage, the parent and Program Manager must discuss the level of allergy and whether an EpiPen may be required.



In cases of a potentially life threatening anaphylactic reaction, parents must supply an Anaphylaxis Medical Management Plan. In this case, the following procedure must be followed:

1. The parent will need to visit their health care professional and request an anaphylaxis action plan and allergy care plan

The anaphylaxis action plan should outline the following:

- o the trigger
- o how to recognise that the child is having an anaphylactic reaction
- o the first aid steps to be followed in the event of inadvertent exposure to the trigger
- o if medication is to be administered at the centre then what medication, what dosage, when and how the medication should be administered
- o the potential risks and benefits of the medication.

It is the responsibility of the parent to inform staff if there is any change to the medical information detailed in the action plan.

2. Ensure a staff member who is trained in anaphylaxis management is present whenever the child is scheduled for care.
3. Document a health support plan based on this action plan

The health support plan should outline the following:

- o Measures to limit or prevent exposure to allergens
 - o In the event an anaphylactic reaction occurs, what action is required and who will be responsible for administering treatment.
 - o A health support plan can be located at www.chess.sa.edu.au
4. If an EpiPen is required, this medication must be stored appropriately
 5. This plan should be reviewed annually or after an anaphylactic event occurs.

6.21. Diabetes

Diabetes (type 1) is a relatively common autoimmune disease in children. It is relatively common with approximately 1 in 1200 primary school aged children being diagnosed.

Type 1 diabetes requires lifelong treatment with insulin, via injections, blood glucose monitoring and careful attention to food and exercise.

Elysium OSHC will be responsible for providing appropriate foods and beverages and programming suitable activities. It is the parents responsibility to disclose what requirements each child has.



No Elysium OSHC staff member will be expected to provide any insulin injections to a child. However, all staff should be aware of the signs of both low and high blood sugar levels.

As with any special requirements of children, diabetic children will need to be catered for on excursions and camps.

6.22. Asthma

Parents of children who have been identified as suffering from asthma, must provide an asthma management plan from their doctor. on enrolment and whenever the plan is updated.

If a child suffers from asthma, medication must accompany the child at all times. Parents can elect to:

- Keep appropriate medication at the Centre or
- Bring in medication each attending day.

Centre staff will be trained in asthma management.

6.22.1. Asthma Attack Procedures:

- Staff should check the child's file, including the individual asthma management plan for the child (trigger factors and correct medication).
- Trained staff should administer medication to the child in the event of an attack.
- Staff will notify parents of the attack by phone as soon as possible.
- Staff should follow the management plan.
- If medication does not work, medication will be administered again.
- Staff will ring for an ambulance.
- Staff will ring parent(s)/guardian to notify and ask that they meet the child and the staff member at the nearest hospital
- When ambulance arrives a qualified staff member will accompany the child to the hospital and stay with the child until the parent/guardian arrives.

6.23. Clothing

Children must be appropriately attired for the season and weather conditions. All children must wear shoes for their safety but shoes can be removed when in a sandy environment such as a sand pit.

6.24. Sun Smart



It is our responsibility to ensure children at Elysium OSHC programs are protected from skin damage caused by the harmful UV radiation of the sun, which can lead to serious skin cancer, melanoma, in later life. This procedure is to be followed throughout the year but with particular emphasis in Terms 1 and 4.

- Require children to wear hats which protect the face, neck and ears when they are outside between the months of October and April or at any time the weather conditions dictate the necessity for sun protection.
- “No Hat, No Play”. Children without a hat are only permitted to play in supervised/allocated shade areas. All children will provide their own hat for use at the program.
- SPF 30+ Broad Spectrum sunscreen will be made available to all staff and children.
- Staff will be required to role model Sun Smart behaviour. Wearing hats, applying sunscreen, wearing sun protective clothing and seeking shade whenever possible.
- Outdoor activities will endeavour to utilise shade for students and staff at all outdoor events and activities between the months of October and April or at any time weather conditions dictate the necessity for sun protection. If no shade is available, provision must be made for breaks within a shaded area.

Hats must be broad brimmed or legionnaire style. Baseball caps are not acceptable.

All Elysium OSHC staff are required to follow this policy in order to set a positive example.

During holiday care and during the peak UV times, outdoor activities where possible will be scheduled before 10 am and after 3 pm to minimise the time children and staff are exposed to peak UV.

6.24.1 Water Safety

A breach of the provision of this water safety policy may result in termination of the child’s registration as a member of Elysium OSHC and grievance procedures set out in this service policy manual shall not apply.

- No child will enter into the area of a spa, or a private or public swimming pool whilst at the OSHC Service unless an activity has been arranged, parents have agreed to terms and the educators have directed children to enter.
- At all times whilst children are in the water, a staff member must also be in the water and within reasonable distance from the child.
- A ratio of 1:4 (1 staff member to 4 children) will be adhered to for the activity.
- All children near water will be closely supervised, and no child will be left alone near water.
- Any containers that holds or collects water, such as buckets, ponds, spas must be safely covered or made inaccessible to children.
- All children’s play areas that contain water hazards such as dams, drains, creeks, lakes



will be fenced off to make inaccessible to children.

- Wading pools and other containers must be emptied and cleaned after use and stored to prevent collection of water.

6.25. Equipment

All equipment purchased and used by Elysium OSHC centres meets Australian standards for safety.

Staff will keep this equipment well maintained and in a hygienic condition. Staff will need to regularly check and assess the condition of equipment used in a Elysium OSHC centre.

All equipment needs to be stored and used properly. If required, staff and children need to be trained in the proper use of equipment.

6.25. Sleep and Rest

Elysium OSHC provides an active environment relevant to children in Primary School Environments. Whilst you won't find beds in our room for sleep, children are supported when they need to sleep and rest. Children are encouraged to find a quiet space to rest and relax, whether that be in the main room or in an adjacent room. From time to time, our activities might offer an element of rest and relaxation.

7. Child Protection

Elysium OSHC programs are committed to the recognition, and prevention of abuse of children and young people through the implementation of child safe standards in our practices.

In addition to general safety policies already outlined, Elysium OSHC programs will ensure that volunteers and other adults visiting or working at the program are well supervised and visible to Elysium OSHC staff when interacting with the children. At no time will any adult be left alone with a child out of sight of other adults.

Staff must ensure that children are, at all times, treated and regarded in a proper, caring and respectful manner. Staff must not place themselves in positions which could compromise them. Staff need to be able to assist children to develop skills to recognise and act on, unsafe feelings.

All Elysium OSHC programs are committed to the prevention of child abuse with the safety, welfare and wellbeing of the children always the prime consideration. Elysium OSHC management and staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications. Elysium OSHC support the roles of all of the statutory agencies in each state including the police and the departments of families and communities in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.



No one staff member will act alone, with any action taken only after consultation with the Elysium OSHC Program Manager unless they feel that the child's immediate safety is threatened. Advice will be sought by the Elysium OSHC Program Manager from the appropriate authority, such as Child Protection, the Police or Children's Services Advisors. Instructions given by the appropriate authority will be followed and acted upon. Elysium OSHC do not need the permission of a child's parents or caregiver to report serious cases of suspected abuse to the Police or Child Protection. Any staff member who believes that a child has been, or is likely to be harmed (whether physically, emotionally or sexually), ill-treated, abused, neglected, or deprived may report the matter to the Police or Child Protection.

Elysium OSHC are committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff must familiarise themselves with program policy on child abuse and be encouraged to read any resource material. In addition all staff will must attend professional development courses regularly on Child Protection and Mandatory Notification which are run by external independent training providers or facilitated by Department of Human Services or the state equivalent specialist staff. Staff will not assume responsibility beyond the level of their experience and training.

7.1. Definition of Child Abuse

"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".

7.1.1. Types of Child Abuse:

Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity.

Physical abuse is non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child.

Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do.

Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse.

Family violence may be witnessed/experienced by children and involve physical, sexual and emotional abuse.

7.2. Responding to Suspicions of Child Abuse

At all times suspicion or allegation of child abuse must be acted upon. Using the following procedures.



- Listen to the child, without making ANY comment or suggestion. Information volunteered by a child should be fully and accurately recorded.
- Record incident and conversation on the Elysium OSHC suspicion of child abuse form
- Report suspicions to your Program Manager/Owner along with the completed report form; this form is to be handed to the Elysium OSHC Program Manager who will keep it in a secure place.
- The Program Manager is responsible for advising either Child Protection, the Department of Education and Early Childhood Development (or state equivalent) or the Police.
- Staff involved identifying cases of suspected child abuse are entitled to have support. The program will maintain knowledge of such individuals, agencies and organisations in the community who provide support.

When responding to a suspicion or disclosure of abuse the program will follow this process:

7.2.1. When an allegation of Abuse is made against a Staff Member

Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the program, the matter must be reported promptly to program management/Business owner.

Under no circumstances should the child making the allegation be exposed to unnecessary risk. This may require removal of the employee from the program environment, subject to the requirements of the applicable employment contract. All actions will be undertaken discretely and as confidentially as possible.

Program Manager will ensure the following process is undertaken:

7.2.2. Peer Abuse

Elysium OSHC programs will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimised in any way.

While the situation is being evaluated the children or young persons concerned will be separated. It is essential to reduce further emotional trauma for the victims who may be fearful and distressed if they are in contact with possible abusers.

In some cases where the abuse has occurred at the program immediate suspension may be appropriate, as outlined in the behaviour guidance policy.

7.3. Supervision Guidelines

To minimise the risk of actual or alleged abuse in the program please follow these guidelines.



The Program Manager should ensure as far as practicable that staff are never one-on-one alone with children.

Wherever possible an open door policy for all spaces should be used (i.e. not possible for toilets). Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate.

Be aware of situations where children are out of sight together (dens, play huts etc.) and supervise accordingly.

Visitors to the program should be monitored at all times by program staff.

All volunteers and outside instructors should be monitored by the paid program staff.

If activities require 1:1 physical contact (i.e. classes in swimming, gymnastics etc.) parents and caregivers should be advised.

Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises ensure that other staff know you are toileting a child/young person, and that parents are informed.

Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies (such as Special Education Service) to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance.

Staff should avoid transporting a child or young person on their own at all times, unless an emergency requires it.

Except in an emergency, children and young people are not to be taken from the program by Elysium OSHC staff without written parental consent.

8. Program Supervision

Elysium OSHC is guided by the National Regulations in regards to the supervision and care of children at an Education and Care Service. Elysium OSHC programs are always supervised by a responsible adult staff member. Children are within sight and sound of a staff member at all times.

8.1. Staffing

Elysium OSHC program ratios are 1 staff member for every 15 children, with the ratio reducing to 1 staff for every 4 children when water sports or swimming activities are involved. These ratios are maintained for all known bookings for the session. When the program has casual bookings, the Program Manager will conduct an assessment after 15 minutes from the session beginning to determine if another staff member is required. At least 1 qualified staff member must be caring for or educating the children.



Approved off-centre excursions may also require a lesser ratio of children to staff dependent on the nature of the excursion. Parents will be kept fully informed when such events occur. Where possible off-centre excursions maintain a ratio of 1:10.

When children are being transported in a vehicle, it is acceptable for the children to be with one adult in the vehicle.

The Elysium OSHC Program Manager or the Owner will be onsite at the program at all times when the program is running.

Staff must be over the age of 18 to be considered part of the staffing ratio, and Program Managers (either qualified or not) must be over the age of 20. There will be no more than one youth staff (under 16) or volunteer at any time at the program and they will be personally supervised by a qualified staff member.

There may be instances where a staff member is required to leave the area of supervision for a short time i.e. to administer first aid, to prepare a snack etc. As long as the time away from the area is no longer than 10 consecutive minutes and the staff member does not leave the area for more than 20 minutes in an hour, this is considered acceptable and within supervision ratio guidelines.

8.2. Supervision Procedures

The Program Manager will be provided with an accurate roll sheet to ensure that all children booked into the program are present or accounted for. The Program Manager is responsible for ensuring that the staffing ratio of 1:15 (or less if it is an off site trip or water is involved) is maintained in relation to the bookings for each day.

The Program Manager is responsible to ensure that all staff know who is at the program and where they are. The Program Manager is also responsible for ensuring that all children are in sight and sound of a staff member at all times. This can be achieved by;

- Identifying and communicating to the children areas which are out of bounds e.g. car parks, unfenced areas etc.
- Agreeing boundaries and rules with the children
- Having written rules which the children can easily follow
- Allocating staff to areas where they have a wide view of play areas which can be accessed quickly should they need to.
- Ensuring staff understand the need to actively supervise the children in their care.
- If the children are split into groups for different activities, then the Program Manager must know where each group is at any given time.

8.3. Supervision Duties



Supervision duties include:

- Arriving on time for work.
- Taking action to put an end to any dangerous or potentially dangerous behaviour observed.
- Confiscating any dangerous objects with which students are found playing.
- Rendering assistance to any student who is injured. Completing Accident reports where required.
- Informing the school of any defect in the state of plant or equipment which may give rise to injury to students in the future.
- Maintaining mobility.
- Ensuring students are wearing hats whilst outside

8.4. Off-Centre Supervision

- Parents must sign a permission slip in order for their children to be allowed to attend any outings.
- If a child arrives at the program and a permission slip has not been received by staff, we will take the following action:
 - o The children's parent(s) will be telephoned and reminded of the trip and asked for verbal permission and asked to sign the permission slip at the end of the day.
 - o In the event that a parent wishes that his/her child not attend a particular event, the parent will be responsible to make alternate arrangements for the care of his/her child.
- All outings will be risk assessed by staff prior to the children leaving the program.
- If staff feel that children may be put at risk, the outing will be postponed or cancelled and children will remain at the program.
- The risk assessment will include (but not be limited to), transportation, staffing, routes, weather and any other potential hazards regarding the outing.
- The risk assessment form will be completed, dated and signed by a senior member of staff, with a copy provided to all staff involved in the activity.
- Staff ratios will vary depending on the activity involved. However there will be at least a 1:6 ratio on all trips.
- Children will be identified with name tags which will include the program mobile number.
- Regular head counts will take place.
- A copy of the roll sheet and contact details for each child will be left at the program.



- A trip kit will include but not be limited to the following items.
 - o Roll sheet with emergency contact details for all children.
 - o First aid kit
 - o Mobile phone
 - o Spare water
 - o Medications required

8.5 Interactions With Children

Best endeavours are made to build positive, respectful and equitable relationships with children that are maintained in a way that: encourages children to express themselves and their opinions; allows children to undertake experiences that develop self-reliance and self-esteem; maintains at all times the dignity and rights of all children; gives each child positive guidance; and has regard to the family and cultural values, age and physical intellectual development and abilities of each child being educated and cared for by the service.

1. Elysium OSHC will use best endeavours to ensure the atmosphere of the service is relaxed and happy.
2. Throughout the day each child is engaged with the educator and staff in meaningful open interactions that support the acquisition of skills for life and learning.
3. Elysium OSHC will ensure routines such as meal times, toileting, and rest times are relaxed, unhurried and are used for positive interactions with individual children.
4. The educator and staff will participate in and treat respectfully children's play and projects.
5. Interactions with each child are warm, responsive and build trusting relationships.
6. Children's efforts to communicate are responded to sensitively and appropriately supporting the child to feel safe, secure and confident.
7. Elysium OSHC will support each child to work with, learn from, and help



others through collaborative learning opportunities.

8. The educator and staff will support each child to manage their own behaviour, respond appropriately to the behaviour of others and to communicate effectively to resolve conflict (Refer to Policy 13.0 Positive Guidance).

9. The educator and staff will respond positively and respectfully to children's comments, questions and requests for assistance.

10. The dignity and rights of every child will be maintained at all times.

9. Emergencies

Elysium OSHC staff and volunteers are trained in fire, earthquake drills and other emergency procedures.

The building owner is responsible for developing a fire evacuation scheme or procedure which must be used by the Elysium OSHC program. Elysium OSHC programs should not develop their own separate evacuation plan, but rather follow the building's procedures when carrying out practice drills.

9.1. Emergency Alarm

The school will be fitted with working smoke alarms and emergency alarms as required. You will hear continuous sirens in the event of an emergency. Verbal directions to evacuate the school or building could also be given over the school's PA system or via telephone.

9.2. Evacuation Procedures and Safety Drills

Evacuation procedures will be displayed, followed and practised once a term for after school programs, and once a fortnight during holiday programs. This will be logged on the Emergency Drill record form as well as on the Daily Report. All staff must participate in the drills and sign the register accordingly. Only bags, which contain medication, will be evacuated with the children.

All staff members must be fully aware of the safety procedures in a Elysium OSHC centre. Emergency evacuation procedures must be displayed clearly at the entrance and exit to the location and these procedures must be followed in the event of a fire, natural disaster or emergency.

Evacuation plans must include:

- An assembly area away from the building
- A specified escape route to this assembly area for all children
- A secondary assembly area if the first becomes unsafe



- A nominated supervisor who will collect the attendance roll, parents emergency contact numbers and staff roster in order to ensure all staff and students are present via a roll call at the assembly point
- A list of emergency services contact numbers
- A nominated person to ensure the building is empty
- How the children will be supervised at the assembly point

In the event of evacuation, no staff member or child is to re-enter the building unless advised by the emergency services department that it is safe to do so.

Once emergency services have arrived, the nominated supervisor is to inform them of the nature and location of the emergency and of any missing staff or children.

The following activities will take place guided by Elysium OSHC staff members:

- On recognition of the alarm students should stop what they are doing
- Ensure all water, gas and electricity is turned off.
- The staff member should take up a position at the doorway to check that the evacuation route is clear
- On instruction from the Program Manager the children will file out promptly in an orderly and controlled manner.
- Students will proceed as indicated in "Emergency Evacuation Plan".
- After the last student has left the Elysium OSHC staff member will shut the door and escort the students to the assembly area.

Children, during evacuation, must:

- Stand quietly in their place - do not carry anything
- Wait until the Elysium OSHC staff member in charge tells them to move
- Move quietly but quickly via the nearest useable evacuation route to the evacuation area
- Answer roll call carefully
- Be prepared to move off to a safer position as directed.

During evacuation:

- No child should run during evacuation.
- Children should not be carrying books etc. during evacuation.



- On no account should a child attempt to go to bags, go up stairways or re-enter the building during evacuation.
- Children should move quickly, e.g. in close file without straggling.
- The assembly area is as indicated on evacuation map.
- Children should be directed to evacuate the building via stairs and exits as indicated on the Emergency Evacuation Plan in each room

At the assembly point:

- On reaching the assembly, all children will be checked by the Elysium OSHC staff members
- Staff will check the roll and report the names of missing students to the Program Manager
- The Program Manager will check missing students against absentees for the day.
- The children will remain in these areas until directed otherwise by the Elysium OSHC staff members.

9.3. Fire

In case of fire in the building the following steps must be taken:

- Crawl low and fast to escape smoke. 'Get Down, Get Low, Get Out.'
- Shut doors behind you to slow the spread of fire
- Meet at the planned meeting place.
- Once out, stay out – never go back inside.
- Phone the Fire Service from a safe phone.
- Tell the Fire Service
 - o house number
 - o street
 - o nearest intersection
 - o suburb and city

The Program Manager is responsible for ensuring:



- That staff help the children leave the area of danger and move to the meeting area quickly.
- That they take the attendance sheets with them so they can do a roll call to account for all children not yet collected by their parents
- That the children are adequately supervised in the meeting area
- That the appropriate emergency services are contacted

Fire extinguishers will be installed and maintained in accordance with Australian Standards 2444. Staff will be instructed in the operation of fire extinguishers during their training.

Staff are only permitted to attempt to extinguish fires when:

- All children have been evacuated from the building
- The fire is very small
- There is no danger to the staff member who will discharge the fire extinguisher
- The staff member is trained and confident in the use of the fire extinguisher.

9.4. Earthquake

In the case of an earthquake, the following steps must be taken:

9.4.1. During an earthquake

- If you are inside a building, move to a safe place
- If you are outside, move no more than a few steps, then “Drop, Cover and Hold”
- If you are driving, pull over and stop
- If you are at the beach or near the coast, “drop, Cover and Hold” then move to higher ground immediately in case a tsunami follows the quake.

9.4.2. After an earthquake

- You should expect to feel aftershocks
- Help those around you if you can
- If you are in a damaged building, try to get outside and find a safe, open place
- If you smell gas, try and turn off the gas main outside the building if it is safe to do so



- If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so
- Listen to the radio for information and advice

The Program Manager is responsible for ensuring:

- That staff help the children leave the area of danger and move to the meeting area quickly.
- That they take the attendance sheets with them so they can do a roll call to account for all children not yet collected by their parents
- That the children are adequately supervised in the meeting area
- That the appropriate emergency services are contacted

9.5. Weather Policy

Environmental conditions such as the temperature may limit access to the service. Below are guidelines for such situations.

9.5.1. Hot Weather

Parents may either keep a child away from OSHC or call for the child during the day of extreme heat and legitimately remove the pupil from Elysium OSHC.

However, the OSHC does not close. Rooms and areas are airconditioned, with activities modified to suit the weather conditions. Children will not be released on the basis of a telephone call as this method is unsatisfactory.

9.5.2. Wet Weather Policy

- Covered areas may be used for games without balls.
- Rain jackets can be worn for warmth and protection. As rooms are heated, they are not necessary in the classroom.
- Sports equipment will not be allocated during rainy periods.
- Elysium OSHC staff are to ensure safety of children leaving the OSHC room and to ascertain whether children are walking or riding and supervise wet weather clothing being put on.
- Discussion of this policy with children, if it likely to be relevant on any given day is desirable. Remember -children forget.
- Alternative activities are to be available indoors for children



9.6. Bushfires and Catastrophic Events

As a bushfire may present a threat to children and Elysium OSHC staff and consistent procedures are required for general preparedness for the fire season. Fire season is generally at its height from 1 November to 30 April.

These procedures have been designed to ensure that preventative strategies are implemented and to ensure that Elysium OSHC staff are prepared to respond in the event of a bushfire. This response may include pre-emptive planned closures of the centre, evacuation or what to do in the event that evacuation is unsafe.

These procedures will be set in place or monitored and updated by the beginning of the fire season each year. Elysium OSHC staff will:

- Remind all parents and guardians of our Bushfire Policy and Procedures.
- Request all parents and guardians update their contact details including their emergency contacts.
- Request all parents and guardians using a Elysium OSHC centre in bushfire prone locations to have alternate care arrangements in place for pre-emptive closure days.
- Identify any Elysium OSHC staff who may not be able to attend work on Code Red (Catastrophic) or Extreme days due to living in, near or having to travel through bushfire prone areas and arrange a contingency plan to maintain support to children and parents.

During fire season in bushfire prone areas, the Program Owner must:

- Check the CFA Fire Danger Rating and future forecast at 12 noon every day
- Listen regularly to the ABC radio on days declared as Extreme or Code Red (Catastrophic) Fire Danger
- Take action as required according to procedures for different fire ratings and/or situations.
- Staff may not travel into bushfire prone areas on days declared as Extreme or Code Red (Catastrophic)

8.7. Closure Procedures

Pre-emptive Closure for Code Red (Catastrophic) Fire Danger Rated Days:

- When a Code Red (Catastrophic) Fire Danger day has been declared for area then the Elysium OSHC centre will close as a preventative measure
- The Program Manager or Owner will need to contact parents and guardians as well as notify the school



- Where possible up to 3 days notice of a pre-emptive closure will be given.
- Parents should however expect that in some instances fewer than 3 days notice may be provided.
- If parents have received notice that the Elysium OSHC centre will potentially close pre-emptively, they should start preparing for alternative care arrangements for their child/ren in the event that the planned closure proceeds.
- The final decision to close will be confirmed at 12 noon the day prior, and once this decision is made it will not change – regardless of any changes in the weather forecast. This is to help limit confusion and help families plan for how they will care for their children when the centre is closed.
- A sign is to be attached to the front door indicating that the centre is closed due to a Code Red (Catastrophic) Fire Danger Rating and identifying whether any of the staff have remained on premises or not. (Note whilst it is highly recommended that no staff will remain on site)
- When a centre is closed due to a Code Red (Catastrophic) Fire Danger declared day then payment will still be required from the parent and the Australian Department of Education, Employment and Workplace Relations (DEEWR) will continue to pay Child Care Benefit and the day will be listed as an absence.
- If parents experience financial hardship and are unable to pay the parent's portion of their child care fees due to a bushfire or local emergency please contact DEEWR as they may be able to have Special Child Care Benefit applied in exceptional circumstances.

9.7.1. Pre-emptive Closure for Extreme Fire Danger Rated Days:

In exceptional occasions when a fire has recently occurred in the near vicinity of a centre and an Extreme Fire Danger day has been declared for the area, then the Elysium OSHC owner, may decide to close the centre as a preventative measure.

Advice of decision to close will be given to parents and guardians by Elysium OSHC staff members directly by phone or mobile, leaving messages if contact person unavailable. All efforts will be made to advise parents and guardians of a pre-emptive closure prior to care commencing.

9.7.2. Unplanned Closure of Service Procedure

In the event that a town /area where a Elysium OSHC centre is located is being threatened by an unpredicted breakout of a bushfire:

- All efforts will be made to call parents or their emergency contacts to advise them of an unplanned closure prior to care commencing.



- If fire breaks out locally whilst children are in care, Elysium OSHC staff will enact their Emergency Management Plan and make the decision to evacuate/relocate if possible or follow the safety techniques for staying put if evacuation/relocation is no longer a safe option.
- All efforts will be made to call parents or their emergency contacts to collect the children as soon as practicable and it is safe to do so.

9.7.3. Re-Open a Service after Unplanned Closure Procedure

Where a service has experienced an unplanned closure due to a local emergency, parents will be advised of the re-opening date via phone.

9.8. Lock Down Procedures

A lockdown may occur as a result of the threat of an intruder, a child or another external threat whereby it is determined that the safety of children, staff and other personnel may be compromised.

8.8.1. Scenario 1: All Children are in the OSHC room or area:

1. A lock down signal will be indicated by a relay of whistles blowing.
- Upon hearing a continuous whistle blowing, all Elysium OSHC staff members will blow their whistle for 1 minute.
2. Staff are to lock all external and internal doors and close windows.
3. Staff must ensure that every student remains seated.
4. All doors are to be locked. Children in these areas will remain there until the completion of the lockdown.
5. Only the Program Manager or Owner, will make contact with the Police.
6. The Program Manager or owner will authorise the completion of the lockdown by verbally notifying all staff
7. All students will remain in the room or area until Police arrive and clear the threat.

9.8.2. Scenario 2: All Children are Outside

1. Elysium OSHC staff will activate the lock down procedure by the continuous blowing of whistles.
2. All staff members must lead children into the OSHC room or area
3. If the OSHC room or area safety is compromised, lead children to another suitable area.



4. Follow from step 2 in scenario 1.

9.8.3. Scenario 3: Children are supervised but located in various areas

The Elysium OSHC staff will need to sound whistles as appropriate and combine actions from scenario 1 and 2.

9.9. Centre Specific Procedures

As each Elysium OSHC centre is unique, the Program Manager is responsible to have a written procedure displayed on the notice board which identifies the following:

- Where the emergency meeting place is
- Who is responsible for turning off water, electricity and gas where applicable
- What the signal for an emergency is
- What exits are to be used
- Which staff have a first aid certificate (at least one staff member on duty must have a full first aid certificate)
- Who will be responsible for checking the building for children
- Who is responsible if the Program Manager is injured
- What will happen when the emergency is over

Emergency exits must be clearly marked.

10. Staff Management

Elysium OSHC programs have sufficient qualified and competent staff to deliver and support the programs.

Staff working at a Elysium OSHC program have a “duty of care”, which means that all possible care must be taken to ensure the wellbeing of the children in our care and to act without negligence. This obligation continues until the child is collected and signed out of the program, not just when the program officially finishes. The program does not employ any person in a paid or voluntary capacity, including those in governance or management positions, who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

10.1. Recruitment



All persons working in a Elysium OSHC program should be processed using the approved Elysium OSHC documentation. The following methods of recruitment can be utilised in the sourcing of staff.

- Word of mouth. Asking existing staff for referrals.
- Advertising in the school newsletter, newspapers, Centre Link office, local secondary schools and tertiary institutions.

At the interview the following details must be discussed.

- Job description
- Pay rate
- Code of conduct
- Training requirements

Prospective staff are required to complete a Elysium OSHC Job application form as well as provide a copy of the CV and any written references they may have.

The candidate should attend an interview with the Program Manager and where applicable the Program Manager. Suitability for employment should be determined by utilising the Elysium OSHC Interview questions which will help identify if they meet the job description criteria.

All Elysium OSHC staff must hold or be enrolled to study in an approved child care service qualification and hold or be willing to apply for a Working with children check or state equivalent.

At least two verbal reference checks must be made before offering the candidate a position. Use the Elysium OSHC reference checks form and file the completed form in the candidate's personnel file. The reference checks must be made by either the Program Manager or the Owner.

Successful candidates should be called then given a written offer of employment. Unsuccessful candidates should be given written notification that they were not successful.

10.1.1 Determining the Responsible Person

The responsible person will be someone with suitable experience in the field of childcare or education. Staff will be responsible for all aspects within the period they manage the service and the duties they perform. This person is the person to be contacted in the first instance of any given situation.

10.2. Clearance to Work with Children

10.2.1. Working With Children Check

A current assessment notice or state equivalent will be required before a person becomes an employee or is otherwise engaged as a staff member of Elysium OSHC.



10.2.2. National Criminal History Record Checks

In some states the Owner may be required to obtain a Criminal History Check in order to prove they are a Fit and Proper Person. All Elysium OSHC owner operators require a criminal history notification. A criminal history notification will be required at least once in a five year period.

See Appendix Four for further information as to what checks are required to work with children and the length of their validity.

10.3. Volunteers

From time to time there may be a volunteer working at a Elysium OSHC program. The volunteer must have a current notice of assessment read and reference checked like any other employee.

Often volunteers will be students seeking work experience with children. They must be supervised at all times by a qualified staff member. The qualified staff member will allocate limited tasks to the volunteer depending on their experience. Volunteers must never be given sole responsibility for a group of children.

All volunteers must have a police check or relevant working with children check depending on the state or territory location of the Elysium OSHC centre.

Volunteers may be useful for non-child related tasks such as food preparation as well as for supervisory roles. Volunteers may be university students requiring placement or senior school aged work experience volunteers. If this is the case, there may be specific managerial responsibilities for the Program Manager or Program Manager.

Volunteers must be interviewed prior to commencing at Elysium OSHC. Volunteers will only be engaged if Elysium OSHC and the volunteer will benefit.

After an interview, a brief job description will need to be developed. A volunteer position may be short term or on-going. Time frames for volunteer services must be discussed with the volunteer.

Volunteers must be aware of the policies and procedures of Elysium OSHC through a thorough induction process. Volunteers will also be treated in many ways, the same as a permanent or casual Elysium OSHC employee.

Volunteers need to be provided with feedback in a similar way to a performance evaluation.

Parents will need to be informed when a volunteers joins Elysium OSHC.

10.4. Employment Agreements

Elysium OSHC provide a template for employment agreements which must be used when employing new staff. The agreement covers the following:

- Names of the employer and employee



- Description of the position
- An indication of when and where the work will take place including breaks.
- Wages or salary to be paid
- Reimbursement of expenses
- When and how payment will be made
- Hours of work
- Leave entitlements
- A disputes procedure and a description of the services available for helping with employment relationship problems

10.5. Job Descriptions

Job descriptions for all staff are provided by Elysium OSHC.

These job descriptions clearly outline the staff member's responsibilities, limits to their authority and expectations of their work.

Staff are provided with two copies of their job description. One is for them to keep and the other is for them to sign and return to the Program Manager who keeps it in their personnel file.

10.6. Training and Professional Development

All staff are to be trained in the following areas, with a record of the training kept in the staff member's personnel file.

- Child Protection
- Behaviour Management
- First Aid - All staff must be qualified in an approved First Aid training.
- Anaphylaxis Management- All staff must complete this training if a child who has been diagnosed as at risk of anaphylaxis is being cared for and educated by a Elysium OSHC program.

Professional development includes any relevant course which furthers a staff members skills in their role at Elysium OSHC. This can include first aid refresher courses, mandatory notification requirements and occupational health and safety training.

There are many professional development course providers available and all Elysium OSHC owners and program managers have the discretion to select their preferred professional development providers.



The only restriction is that the professional development course is conducted by a registered training organisation (RTO).

10.7. Staff Meetings

All staff members, regardless of their employment status, are expected to attend staff meetings. This is considered a crucial component of Elysium OSHC employment and can be used to meet several quality standards for out of school hours care.

Staff meetings will be used to discuss a wide variety of issue including, but not limited to:

- Programs and modules
- Processes and Procedures
- Behaviour Management Issues
- Ideas and Suggestions from Staff
- Ideas and Suggestions from Children
- Ideas and Suggestions from Parents and the School

Staff meetings are used by Elysium OSHC as a knowledge sharing portal where interaction between staff can foster creative solutions.

10.8. Performance Appraisal and Evaluations

Staff performance reviews will be conducted a minimum of once per year, and opportunities for further training will be identified at this time. Staff will then be required to attend further training as deemed necessary and appropriate.

This appraisal will use the staff performance review form which is based on the applicable Job Description.

The review consists of a self-appraisal and interview with the Program Manager or business owner. All appraisals will be confidential and will be kept in the employee's personnel file.

10.9. Staff Discipline

In cases of complaints or accusations against staff the complainant will be asked to put the complaint in writing using the Elysium OSHC complaints form. The complaint will be investigated by the Program Manager or business owner with a written report given to both the complainant and owner.



11. Building and Facilities

Elysium OSHC will ensure that the premises where they run their programs are safe and comply with all relevant legislation as well as local city or district council requirements. Potential hazards to the safety of the children in our care are repaired, removed or made inaccessible.

11.1. Evacuation

Elysium OSHC Program Managers will ensure;

- That there is an evacuation plan in an area clearly visible to staff, children, parents and caregivers.
- That there is a notice showing all exits and the assembly area to be used for emergency evacuations is displayed in a prominent place.
- That exit signs are clearly displayed on all exits.

11.2. Facilities

Elysium OSHC programs will use the Elysium OSHC health and safety processes to identify hazards at the venue and risks involved with particular activities and equipment.

All electrical equipment and cords must be kept out of reach of children and stored appropriately.

Elysium OSHC will notify the building owner of any maintenance issues, hazards or breakages that comes to their attention and the Program Manager will isolate these issues until they are resolved.

11.3. Telephone Services

To ensure the safety and well-being of the children in our care there will be a fully-charged and operational mobile telephone on site at all times. This telephone is the responsibility of the Program Manager who will ensure that it is charged daily and kept switched on at all times whilst the program is open. This will not be a pre-paid telephone at any time.

All parents will be given the mobile number on enrolling their child at the program and it will also be displayed on the Elysium OSHC notice board.

Should the program visit an area where there is no / limited mobile phone coverage, then procedures must be put in place prior to undertaking the visit to identify the nearest available land-line in case of emergencies.

11.4. Maintenance of Property



If any school property requires replacement or repair due to damage or general wear and tear, you must contact the school at the earliest opportunity.

Elysium OSHC staff are asked to take responsibility for their OSHC room or area and be particularly aware of any need for maintenance.

At the end of each session, Elysium OSHC staff are required to ensure that::

- All furniture is arranged in orderly fashion i.e. desks straightened and chairs pushed in
- All litter, scraps and debris are removed from floors, desks and workbenches.
- The blackboard / whiteboard is cleaned and all equipment is returned.
- Lights and fans are turned off.

Some of the reasons for this policy are:

- To provide in-coming school staff with a suitable environment in which to begin a lesson.
- To encourage children to pick-up and clean-up after themselves and to see such as a routine responsibility.

12. Record Keeping

Elysium OSHC will ensure that records are maintained in accordance with Privacy Act 1988 and any other relevant legislation including the Freedom of Information Act 1982.

Elysium OSHC Program Managers will maintain accurate records of current enrolments, attendance, health information and all medication administered by staff. This information is kept in accordance with relevant Taxation laws, any amendments to the Act and any other relevant legislation.

All information gathered on staff, management, families and children involved in Elysium OSHC programs is only used for the purpose for which it was collected. This information will be securely stored and made available to the individuals concerned when requested. The information must be kept for the following periods:

Accounting Documents 7 Years

Income Tax Information 7 Years

Time Sheets and Wage Records 7 Years

Bank Statements 7 Years

Receipt Books 7 Years

Requirements for Funding 3 Years

Incident Reports 20 Years +



Records must be kept until 6 years after the child turns 18

Any information recorded about the child participating in programs at Elysium OSHC 20 Years +

Records must be kept until 6 years after the child turns 18

Attendance Records 3 Years

Receipts for Child Care Fees 3 Years

Child Care Benefit Records 3 Years

Child Care Benefit Claims 3 Years

Child Care Benefit Assessment Notices 3 Years

Child Care Benefit Claims Records 3 Years

Information will not be shared without the individual's permission unless required by legislation. This file is to be kept in a locked filing cabinet. Access to the file is available to parents upon request and this request can be denied by Elysium OSHC if granting the request may result in a breach of Elysium OSHC's duty of care or if a child has provided information in confidence.

A child's file may include but not limited to:

- Enrolment form
- Change of Booking forms
- Accident and incident forms
- Completed medication forms
- Health information
- Correspondence – received and sent
- Account information
- Photographs
- Programming information
- Any other information held about the child

Parents can enrol their children either using the Elysium OSHC enrolment form. Original enrolment forms are kept in the child's enrolment file at the Program Manager's office. Summary details of each enrolment are printed and kept in a file at the program in a locked cupboard.

At the end of each school year Elysium OSHC Program Managers will liaise with all parents regarding their booking needs for the new school year and confirm all emergency contact details are still current.



12.1. Confidentiality

Each staff member at Elysium OSHC must be trained in what information is considered confidential.

All discussions which are held in private between principals, other staff members, Program Managers and parents are considered confidential. These discussions must be conducted in a quiet area.

No staff member can discuss information about a child with anyone except for the parent or guardian of that child. Matters involving child abuse are exempt from this policy.

This policy applies to all staff, volunteers, work experience workers and visitors.

12.2. Attendance

The Owner or their Program Manager must ensure that all children booked into the program are accounted for at all times using the attendance feature on the CCMS software.

Parents must sign their children in for Before School Care and Holiday programs, they must also sign their children out at the end of the day for After School Care and Holiday programs.

Accurate attendance records ensure that in the case of emergency the Program Manager knows who is present at the program at any given time.

12.3. Enrolment Forms

Parents can enroll either using the Elysium OSHC enrolment form. A separate enrolment is required for each child. Information collected on enrolment includes:

- Child's name, address and contact phone number
- Parent's names, home address, all daytime contact numbers
- Names and contact numbers for two emergency contacts
- Names of persons authorised to collect the child from the program
- Names of any persons not allowed to collect the child from the program
- Any access or custody arrangements, or protection orders.
- Any health or medical conditions, including treatment required or self-medication when applicable

12.4. Medication

Refer Health and Safety section



12.5. Finances

Competent financial management is essential to the viability of a Elysium OSHC program. It is the responsibility of the Elysium OSHC Program Manager to ensure that their program meets all legal requirements. The owner will provide all assistance in the competent financial management of an Elysium OSHC program.

12.6. Recording of Income

The Elysium OSHC Program Manager is responsible for; -

- Assimilation of the child invoicing records (checking attendance sheets, recording and calculating fees paid, owing, credits etc.)
- Invoicing of parents and issuing receipts
- Ensuring that all monies are banked in their entirety not less than once per week.
- Keeping accurate records of subsidy payments and absentee details to be provided to relevant government agency if requested.

All monies received from any source must be recorded accurately into the computerised accounting system provided.

It is our preferred option that fees should not to be taken on site, however we are aware that refusal of acceptance of a payment may result in delayed or non-payment of a fee, or an assumption of the paying party that refusal to accept payment incurs the annulment of the original payment agreement. If there is a problem with fee collection with a client and the most effective measure is to collect a fee on site, then the following steps are to be taken; -

- The date, name of child, amount and method of payment taken must be recorded in the receipt book and a receipt issued to the payer.
- Ensure that the person responsible for invoicing and fee collection is aware of the incident and encloses with their next invoice a reminder note, re fees not accepted on site.

12.7. Recording of Expenses

All expenses relating to the operation of Elysium OSHC programs will be recorded in the computerised accounting program provided. Training is provided by the CCMS software provider.



Expenses should be clearly identified as to which program they relate to e.g. Before School, After School or Holiday Program for DEEWR reporting purposes.

12.8. Petty Cash

Money is not to be kept on site.

An allowance may be made to a designated staff member (if the food shopping and purchase of resources is the responsibility of a person other than the Business owner) This allowance is to be accounted for with receipts attached to the Elysium OSHC petty cash form on a weekly basis.

12.9. Debt Collection

Collection of fees from parents is the main source of income for any Elysium OSHC program, thus it is important that no parent be allowed to fall into arrears with their fees. Program Managers will contact slow paying parents on a weekly basis. If the debt is more than 4 weeks overdue then the Program Manager will send the Elysium OSHC debt collection letters to the parent. As a final resort, if the parent is unresponsive they will be asked to remove their child from the program and the debt will be handed over to assigned debt collectors.

12.10. Payment of Tax, Wages and Superannuation

The accounting package provided will calculate the GST payable by your Elysium OSHC program on a bi-monthly basis.

Wages are required to be paid weekly with superannuation payable quarterly into designated funds.

It is the Program Manager's responsibility to ensure that all such payments are made on time, the owner will look for verification of this during office visits.

12.11. Annual Budget

Prior to the beginning of each financial year, Elysium OSHC Program Managers must produce a budget and business development plan for the coming 12 month period. This budget will be presented to and discussed with a representative from Head Office to ensure the reasonableness of the budget and assess the on-going viability of the program.

13. Excursions



Elysium OSHC believes excursions form an important part of a child's learning experiences. Children may be taken on an excursion, with parental permission, as part of a program.

No child will be permitted to attend an excursion without the written permission of a parent or guardian. A Consent form will be compiled for each excursion which will include the date, the destination, the method of transport, the types of activities and the number of staff which will attend the excursion and supervise the children.

All parents and guardians will be notified of the itinerary of the excursion including the departure times and contact details of the staff members attending the excursion. An itinerary will not be changed unless it is necessary for the health and safety of the children.

The ratio of staff to children will be 1:6 reducing to 1:4 if water is involved. However, this may be reassessed, in line with state and national regulations, to consider:

- Any special needs of the children
- The ages and abilities of the children
- The destination
- The length of the excursion
- Transportation methods
- Experience levels of the staff

A responsible person will be nominated to be in charge of the children and the excursion. This person is in charge of first aid supplies and sun protection if required.

Relevant medical information of children attending the excursion must also be taken by the responsible person.

14. Camps

Elysium OSHC Program Managers will manage camps in a safe and competent manner.

Generally Elysium OSHC Program Managers do not run camps. However should a Program Manager wish to offer a camp, the following procedures will apply.

14.1. Toilets

When camping programs move away from their approved "base" premises to any wilderness environment, it is important that toilet facilities are carefully considered.

The Program Manager must ensure



- That an appropriate toilet facility is available, or if not that facilities will be established to minimise health and environmental risk.
- That health and environmental standards are being followed
- That the toilet facility will be cleaned, and cleared, if appropriate, when the camp concludes or moves to another centre
- That a person is nominated by the Program Manager to ensure the above standards are met.

14.2. Supervision

All camping programs must provide evidence that demonstrate that the Owner or Program Manager is in attendance at all times during the camp's operation and while the children are in attendance.

This will include:

- Who the responsible adult for the program is
- Who are the other supervisors and their roles
- What responsibilities are delegated to the other adults/volunteers
- Who are the adults staying at the program during its duration to ensure the supervision ratios are maintained at all times

14.3. Risk Assessments

All activities that happen during the camp must be appropriate for the age of the children attending the camp. Risk assessments must be carried out for all activities and records on the Elysium OSHC Risk Assessment forms.

Records must be maintained of:

- What activities/excursions are being undertaken at the camp
- What minimum qualifications are required to provide the activities
- The risk assessment and management form for each activity
- Who will supervise each activity and evidence of their relevant qualification if appropriate

14.4. Sleeping

Permanent sleeping facilities must meet the requirements of the relevant legislation and local council requirements. Temporary sleeping facilities must be adequate for the excursion planned, and must be adequate for the most extreme condition that the excursion may realistically encounter.



Records must be maintained of:

- Where the sleeping facilities are and whether they are permanent or temporary
- Evidence that the facilities meet appropriate accommodation requirements
- The maximum number of children that will sleep in each facility
- How the supervision of children while sleeping will be achieved
- Who will be sleeping in each facility and the names of any gender specific supervisors in that facility or how gender specific patrols will be structured to ensure the supervision of children sleeping.
- What procedure is in place for children to contact an adult supervisor in case of emergency, sickness or other need the child may have

14.5. Food

Camps by their nature require children to be given meals during the program.

Records must be maintained of:

- How the nutritional needs of the children will be met
- Evidence that safe food handling procedures are in place for the storage and handling of all food consumed by those involved at the program
- Evidence that permanent food handling facilities meet local council standards
- Risk assessments completed for all outdoor cooking requirements
- Risk assessments for any activity that includes the lighting of fires or the cooking of food on an outdoor fire or gas unit
- Procedures for the establishment, supervision and disposal of any camp fire
- Procedures for the safe transport and storage of gas cylinders and other flammable items during the camp or activity period

15. Review of Policies

Head Office will review these policies and procedures at least once every two years to ensure they are in line with current legislation and practice.

A copy of these policies and procedures must be kept in each centre at all times and be available to parents/guardians and staff.

The policies and procedures above have been developed in accordance to comply with the National Standards for Out of School Hours Care programs,



Appendix One

Mandatory Reporting by State

	Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
Vic.	Registered medical practitioners, registered nurses, a person registered as a teacher under the <i>Education, Training and Reform Act 2006</i> or teachers granted permission to teach under that Act, principals of government or non-government schools, and members of the police force	Belief on reasonable grounds that a child is in need of protection on a ground referred to in Section 162(c) or 162(d), formed in the course of practising his or her office, position or employment	Physical abuse Sexual abuse	Sections 182(1) a-e, 184 and 162 c-d of the <i>Children, Youth and Families Act 2005</i> (Vic.)

Jurisdiction Responsible authority



Vic. [Child Protection and Family Services - Department of Health & Human Services](#)



Appendix Two

Behaviour Management Policy

The management of Children's behaviour is essential to the provision of a safe, interesting, relaxed environment. The reasons for behaviour management are:

- The safety and security of the children and staff
- Respect for the rights and feelings of the children and staff
- The smooth running of the program; and ultimately
- Self management on the part of the child

At Elysium OSHC Out of School Hours Care we strive to:

- Reinforce positive behaviour
- Be consistent
- Have clearly established expectations
- For the rules and consequences to be clearly known and understood by children, parents and staff, with ongoing discussion and review
- Have parental support for our strategies

At all Elysium OSHC centres all children will:

- Play co-operatively together by:
 - Sharing
 - being friendly
 - looking after each other
- Which means no:
 - going out of bounds/leaving without permission
 - fighting/play fighting
 - hitting, kicking, spitting or pushing



- swearing, teasing, threatening or harassing

We care about our program and therefore we:

- Keep our grounds tidy
- Clean up after activities
- Be co-operative and obey reasonable request by leaders or adults

Failure to follow these procedures will result in the implementation of the following strategies:

Step 1: following the STOP THINK DO process

Step 2: 1st warning and identify inappropriate behaviour

Step 3: 2nd warning and removal from activity

Step 4: Reflection time of 1 minute per year of age

Step 5: Staff and child agree to appropriate action and positive consequences

Step 6: If behaviour continues, parent is notified of behaviour, child is removed from Elysium OSHC for that day

Aggressive Behaviour

Elysium OSHC have a zero tolerance to aggressive behaviour.

Aggressive behaviour is defined as:

- physical violence to staff or children



- throwing items to cause injury
- excessive threatening bullying to staff or children
- excessive abusive language to staff or children

If any of the above behaviours are used in Elysium OSHC the following procedures will be implemented:

Warning 1: the parent is notified of the behaviour and the child is removed from Elysium OSHC for the remainder of the day and is suspended for the next day care is required.

IF THE BEHAVIOUR CONTINUES

Warning 2: the child is suspended from Elysium OSHC for 1 calendar week

IF THE BEHAVIOUR CONTINUES

Warning 3: the child is permanently suspended from Elysium OSHC



Appendix Three

Inclusion Support Information

Inclusion Support Agencies				
Region	Inclusion Support Agency Providers	Physical Address	Phone Number	Website
Victoria				
South East Outer Melbourne	City of Greater Dandenong	PO Box 200 DANDENONG VIC 3805	03 9239 5100	http://www.greaterdandenong.com/Documents.asp?ID=1238&Title=Children%92s+Services+&Type=d
Barwon	City of Greater Geelong	PO Box 104 GEELONG VIC 3220	03 5227 0294	http://www.geelongaustralia.com.au/c/t/services/services/service/8cc1ed4556be471.aspx
North Outer Melbourne	City of Whittlesea	Locked Bag 1 BUNDOORA MDC VIC 3083	03 9217 2301	http://www.whittlesea.vic.gov.au/content/content.asp?cid=409&tid=409&tpid=371&sid=&spid=&cnid=1001
North Middle Melbourne	Darebin City Council	PO Box 91 PRERSTON VIC 3072	03 8470 8102	http://www.darebin.vic.gov.au/page/page.asp?Page_id=4324&
East Outer Melbourne	Knox City Council	Locked Bag 1 MBC Wantirna South VIC 3152	03 9298 8317	http://www.knox.vic.gov.au/Page/page.asp?Page_id=156&h=0
East Middle Melbourne	Monash City Council	PO Box 1 GLEN WAVERLEY VIC 3150	03 95183 562	http://www.monash.vic.gov.au/services/field-officers.htm
Bayside	Noah's Ark Inc	1283 Malvern Road MALVERN VIC 3143	03 9500 8133	http://www.noahsarkinc.org.au/
Central Highlands Wimmera				http://www.noahsarkinc.org.au/



East Gippsland				http://www.noahsarkinc.org.au/
Gippsland				http://www.noahsarkinc.org.au/
Inner Melbourne				http://www.noahsarkinc.org.au/
Loddon				http://www.noahsarkinc.org.au/
Mallee				http://www.noahsarkinc.org.au/
West Metro Melbourne				http://www.noahsarkinc.org.au/
Goulburn	Scope Vic. Ltd	PO Box 2825SHEPPARTON VIC 3672	03 5823 5722	http://www.scopevic.org.au/index.php/site/whatweoffer/clientservices/earlychildhoodintervention
Ovens-Murray	Upper Murray Family Care Incorporated	PO Box 725 WODONGA VIC 3689	02 6022 8027	no website available
West Victoria	Warrnambool City Council	PO Box 198 WARNAMBOOL VIC 3280	03 5559 4800	http://www.warrnambool.vic.gov.au/Page/Page.asp?Page_Id=822



Appendix Four

Checks required to work with children.

Victoria	<p>Obtain an Application Form from your local Australia Post outlet.</p> <p>Complete this form with the required details.</p> <p>Also require a criminal history check in order to be determined a fit and proper person.</p> <p>Validity – 5 Years</p>	Lodge at an Australia Post outlet
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