



UKI
PARENTS
&
CITIZENS

UKI KIDS CLUB (OOSH)

Parent Handbook

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Uki Kids Club (OOSH)

Location: Uki Public School
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WELCOME TO THE UKI KIDS CLUB OOSH

Welcome to the Uki Out of School Hours (OOSH) centre.

Uki OOSH is a not-for-profit after-school care centre which was set up in 2000 by the Uki Public School Parents' and Citizens' Association (P&C). The centre provides after-school care for primary school-aged children from Uki Public School and surrounding schools.

The centre is managed by the P&C through its sub-committee, the Uki OOSH Centre Management Committee - a volunteer committee comprised of parents/guardians and community members.

The day to day operation of the centre is carried out by a Co-ordinator and casual staff, all of whom have child care related qualifications, training and/or experience and senior first aid qualifications.

Staff ratio: The centre runs on the recommended ration of 1 staff member for every 15 children, with a minimum of two staff members at any one time.

PHILOSOPHY

We aim to provide a safe, healthy, fun and nurturing environment for primary school aged children at an affordable price.

We aim to enable our children to connect with and contribute to their world and have a strong sense of well being and identity

We encourage them to be effective, confident and involved learners.

We accept and value every child, without discrimination, and encourage their individual development through play.

We strive, through positive and kind communication in relationships between staff, children, families, school and the community to nourish the concept of extended family.

AIMS AND OBJECTIVES

Uki OOSH centre has a number of stakeholders - the children and families who use the centre; the staff; the committee members; The Uki Public School P&C; schools which access the centre and the local community. To best provide for the needs of all our stakeholders, the centre's aims and objectives are:

- . To provide a safe environment for children.
- . To provide a clean and caring environment for children.
- . To provide a varied and stimulating program of activities that encourages self-expression, independence and self-esteem and allows for opportunities to explore and develop new skills through play.
- . To ensure the program of activities reflects the children's diversity.

- . To help children develop self-discipline skills through positive example and direction.
- . To help children appreciate and care for each other and their environment.
- . To encourage good nutrition through the provision of a variety of nutritious snacks and drinks and by modelling healthy eating habits.
- . To provide a comfortable, welcoming and supportive environment for all stakeholders.
- . To strive for open communication and positive relationships between all stakeholders.
- . To accept and value every stakeholder without discrimination.
- . To keep stakeholders informed and up to date on issues relating to the centre.
- . To encourage feedback and input from stakeholders - particularly children, families and staff - in relation to the program, policies and other issues relating to the centre.
- . To involve stakeholders - particularly children, families and staff - in decisions about the centre
- . To continually evaluate and review the centre's policies and practices to ensure stakeholder's needs are being met.
- . To create a positive atmosphere for staff, which encourages personal initiative and co-operation.
- . To ensure staff are aware of all expectations and duties.
- . To help develop mutual respect, courtesy and understanding between staff.
- . To provide support, assistance and relevant training for staff where needed.
- . To be sensitive to the needs of our community.
- . To ensure the cultural diversity of our community is valued and respected.

CONFIDENTIALITY

All information about children, parents/guardians, families, staff and Management

Committee members is confidential and will not be disclosed to unauthorised persons. Information may only be discussed in appropriate forums on a “need to know” basis and all information is stored securely.

Staff are always here to listen and to assist families. However, we wish to advise you that any information you provide to staff that indicates a child’s health or safety is at risk, staff are legally required to report to the Department of Family and Community Services (DoCS).

HOURS OF OPERATION

Uki OOSH is open during the government school terms Monday to Friday between the hours of 2.50pm and 6.00pm.

The Centre will be closed on designated public holidays and pupil-free days. Parents will be notified of days of closure through the Centre’s noticeboard, the Uki Public School newsletter and the Uki OOSH parents newsletter.

The Centre’s opening hours will be reviewed yearly to ensure that they meet the needs of the current parents.

ENROLMENT

An enrolment form must be completed for each family before the child can attend the Centre.

The enrolment form must contain all relevant details relating to personal, medical and custodial details for each child, as well as parent/guardian and emergency contacts along with any special requirements relating to the child.

If a child is subject to an access order or agreement the Centre must have a copy on record plus any subsequent alteration, registered by court. Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situation occurring in the future.

All enrolment forms will be kept in a locked file and kept confidential from all but the approved persons who enrolled the child, relevant staff, Management and Commonwealth and/or State Department Officers.

Enrolment forms are to be updated when there are changes to the family's circumstances. It is the parent's responsibility to notify staff of any changes to their current details on enrolment.

Children may be enrolled at any time throughout the year, depending on available places.

Parents are encouraged to enrol their child/ren and apply for the Child Care Benefit subsidy, even if they do not require immediate care.

An orientation process takes place on the first day of enrolment. Parents are encouraged to be present so they too know the daily workings of the Centre.

The Centre follows the Commonwealth Government Priority of Access guidelines. There are three priority levels: The first priority is for children at risk of serious abuse or neglect. Second priority for children of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act. Third priority for any other children. A detailed policy of Service Access is available for viewing.

Parents/guardians are able to view all detailed policies and procedures at the Centre. The Co-ordinator will organise a convenient time to read these policies and procedures.

FEES

Uki OOSH currently charges \$25.00 per casual session (2.50pm to 6.00pm) and \$21.50 for a permanent booked session. Fees are set on an annual basis by the management committee and reviewed each term (current as at January 2014).

Parents will be given at least two weeks' notice of any changes in fees.

Permanent Fees must be paid a term in advance and are due the 3rd week of term. Casual care (if your child does not attend regularly) must be paid for on the day of care.

Attendance may be refused if fees are not paid.

Child Care Benefit:

The Centre is approved to offer the Federal Government's Child Care Benefit (CCB) to eligible families. This benefit is paid to the Centre, and parents pay the difference to the daily fee.

Applications for assessment for Child Care Benefit are available from the Centre and

are included in the Enrolment Pack issued at the time of enrolment. If you are already registered for Family Assistance, you may apply for CCB by contacting 13 61 50.

Over Due Fees:

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator, who will discuss and make suitable arrangements as well as informing them of other avenues for financial support when required.

If no previous arrangements have been made regarding overdue fees the Centre will:

After 1 week overdue: Remind the parent of overdue fees.

After 2 weeks overdue: Send a letter reminding parents to discuss any problems they may be having in paying fees with the Co-ordinator and informing them that bookings for their child/ren will not be accepted if suitable arrangements cannot be made within the next week to pay the fees.

After 3 weeks overdue: Co-ordinator will personally approach the parent and make an appointment to discuss the problem and remind them that bookings will not be accepted for their child/ren if arrangements cannot be made.

After 4 weeks overdue: If no arrangements have been made to pay the fees, or the agreement made has not been kept, bookings for the child/ren will not be accepted by the Centre.

Long term unpaid fees will be referred to the management committee, which may then commence debt recovery procedures.

Late Fees:

Parents will be charged a late fee of \$1 per minute after 6.00pm. This fee is set by the Management Committee and is subject to regular review.

Parents must advise the Centre when they will be late to collect their child/ren.

If a parent continues to collect their child/ren after 6.00pm, the Co-ordinator will need to discuss other options with them, and suitable arrangements made, or bookings for the child/ren will no longer be accepted.

BOOKING IN, SIGNING ON AND PICKING UP

Booking In:

ALL BOOKINGS - both permanent and casual - should be made via the Uki Public School office - either in person, in writing or by telephone on 6679 5128.

If a child/ren with a permanent booking is not attending on his/her usual day, the parent **MUST** notify the Uki Public School office - either in person or by telephoning 6679 5128. This is to avoid OOSH staff wasting time and getting stressed looking for an absent child.

Any changes to usual practice -for example, different arrangements for picking up children - should be communicated to the Uki Public School office.

The Principal of Uki Public School has the authority to book children into the Centre.

Signing On:

In the absence of a parent at sign-on time, the Co-ordinator has the authority to sign children on.

Children arriving by bus will be met by a staff member and signed in by the Co-ordinator.

Picking Up:

Children must be collected by 6.00pm, the closing time of the Centre.

The authorised person who is collecting the child/ren must sign the sign-out sheet next to the child/ren's name, indicating time of departure.

Children who have permission to leave the Centre by themselves - to attend class or to catch a late bus - will be signed out by the Co-ordinator at the agreed time.

Parents and children are to ensure that all belongings are collected at pick-up.

Parents, or authorised persons, need to ensure that a staff member is aware that they are taking the child/ren from the Centre.

Staff are to be notified if the person collecting the child is to be later than usual. The child/ren will be notified to avoid any anxiety.

The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised to the Centre as soon as possible.

The authorised person is required to give proof of identification to staff if they have not seen them previously - eg. Drivers licence or Medicare card.

If the child is to be collected by a person not listed on the enrolment form as an authorised person, parents must inform the Centre - either directly or through the school office. This change should be confirmed in writing, if possible, and the person picking up the child/ren will need to provide proof of identification to staff.

The Centre will not release the child/ren to anyone who is not authorised without prior consent and in line with Centre policy.

If there is an emergency and the parent or an authorised person cannot collect the child/ren, the parent must personally ring the Centre to inform staff. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the Centre with proof of identity.

If the Centre has not been notified and someone other than the parent or authorised person comes to collect the child/ren, the Centre will ring the parent to get his or her authorisation. The child/ren will not be released from the Centre until proper authorisation has been received.

Parents picking up after 6.00pm will be charged at a rate of \$1 per minute - this is to cover staff wages.

If by 6.05pm the parent or authorised person has not contacted the Centre, the first Emergency contact person on the enrolment form will be contacted to collect the child/ren. If no answer the second Emergency contact will be contacted to pick up the Child/ren.

In the event that a child has not been picked up by 7.00pm, and no authorised persons can be contacted, the Co-ordinator will contact the police.

COMMUNICATION

We encourage positive and open communication between staff and parents/guardians.

STAFF/PARENT/GUARDIANS

- Staff will create a comfortable and supportive environment for parents/guardians and strive for open communication and good relations with parents/guardians.
- Staff and parents/guardians will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Staff will not be judgemental towards the parents/guardians and respect their need to use childcare.
- Staff will accept parents/guardians differences in raising their children and in all cultural issues.
- Staff will ensure parents/guardians are greeted and farewelled in all sessions.

- Staff will maintain regular, open communication with parents/guardians. Staff should inform parents/guardians personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.
- Staff will regularly talk to parents/guardians about the child's interests or activities and respond to suggestions from the parents/guardians.
- Staff will regularly talk to parents/guardians about the child's cultural needs and celebrations and respond to these.
- When parents/guardians contact the Centre to see how a child is settling in, the staff will provide the parent/guardian with information regarding the child's participation and well being.
- Conversations will be maintained at a positive level.
- Parents/guardians are able to leave suggestions or complaints via a form available on the OOSH desk and leave it in the "Feedback" box. This communication will be collected by the Community Liaisons Officer and dealt with at the monthly Management Committee meeting.
- Communication with parents/guardians will be maintained in a variety of ways such as:
 - Greeting and farewelling
 - Personal conversations
 - Notice boards
 - Parent Handbooks
 - Newsletters
 - Information from the Management
- Staff will ensure that the parents/guardians are fully aware of all lines of communication, and ensure these are followed.
- Staff will be aware of their limitations in relation to parents/guardians problems and ensure they are referred to the appropriate people when required.
- Parents/guardians and staff are requested to maintain confidentiality at all times.

STAFF/CHILD

- Staff and children are to treat each other with respect, courtesy and understanding.
- Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the Centre.

- Appropriate language is to be maintained at all times.
- Staff will use appropriate voice tone and level when talking to children. Shouting should be avoided.
- Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Staff will greet and farewell children each session.
- Staff will initiate conversations with all children, and develop an understanding of the child and their interests.
- Staff will give praise and positive feedback to the children as often as possible.
- Staff will form friendly and warm relationships with the children in their care.
- When communicating with children staff will ensure that they are understood and to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Staff will not threaten or verbally abuse the children in any way.

COMPLAINTS PROCEDURES

The Centre encourages parent to give feedback on the operation of the service. In the event that a parent has a complaint about the Centre, the following procedure applies:

- A complaint can be informal or formal. It can be anything that a parent thinks is unfair or which makes them unhappy with the service.
- All confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved.
- If a parent has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator, who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction, at this level they should discuss the issue with a management committee member either in writing or verbally.
- The management will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem. This will be discussed further with the parent, or if necessary, a meeting will be organised with the Co-ordinator and

parent to resolve the problem.

- The parent's complaint - whether formal or informal - is to be recorded and dated on an Incident Report, indicating the issue of concern and how it was resolved. All Incident Reports are to be viewed by the management committee at its monthly meeting.
- The Co-ordinator or management committee will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- This could be done verbally, or if the issue has been dealt with on a more formal basis, then the management committee or Co-ordinator will write personally to the parent.
- If any complaints cannot be resolved internally to the parent's/guardians satisfaction, external options will be offered such as an unbiased third party.

No abusive, aggressive or threatening behaviour towards staff will be tolerated and the police will be called immediately if this happens.

Where the Centre has a grievance with a parent the following steps will be taken:

- The Co-ordinator will arrange a discussion with the parent concerned and attempt to resolve the issue.
- If the issue cannot be resolved, the Co-ordinator will refer to the Family Services Board, who will organise a meeting between the parties concerned if necessary. The Board recommends that an impartial observer be present (as appointed by the Board).

The Family Services Board reserves the right to terminate a child/ren placement when all attempts have been made to resolve the grievance.

PARTICIPATION & ACCESS

We believe that participation by parents/guardians in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcome and valued. Involvement of parents/guardians in activities will be actively sought and open communication constantly maintained.

Parents/guardians are encouraged to be involved in issues that relate to them and their children, through participant and discussion about all issues relevant to the running of the Centre.

- Staff will greet and farewell parents/guardians on arrival and departure and communicate with parents/guardians in a positive and supportive manner, making the parents/guardians feel welcome and valued.
- Staff will establish a pattern of exchange of information, communicating to parents/guardians about their child or what they did on that day that may be of interest to them.
- Staff will accept individual differences in the way parents/guardians bring up their children.
- Parents/guardians will be informed of all relevant issues in the Centre through direct contact, newsletter, noticeboards or letters home.
- Parents/guardians are welcome in the Centre at all times and staff will happily explain activities or answer any questions about the Centre to them.
- Parents are able to leave suggestions/concerns in the “Feedback” box in the OOSH rooms. The Community Liaison Officer will collect and review these and report them to the monthly Management Committee meeting and will then personally reply to the parents/guardians.
- The Community Liaison Officer is available for contact by parents/guardians and community members to discuss any matters relating to OOSH.
- Parents are invited and encouraged to attend the monthly Management Committee meetings.
- Parents/guardians need to be aware however of the staff’s requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the Centre with the Coordinator or another staff member, an appointed time suitable to both will be organised.
- Parents/guardians are encouraged to become involved in the Centre’s activities.

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the Centre.
- Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.

- Informing them of our participation policy through the Parent Handbook.
- Informing them of the management structure and how they can be involved.
- Parents/guardians are invited to the monthly Management Committee meetings.
- Inviting them to attend the AGM, or to read a report of the AGM meeting displayed on the noticeboard.
- Informing them of relevant management decisions.
- Encouraging feedback and input from parents/guardian in relation to the program, policies or other issues relating to the Centre.
- Encouraging parents/guardians to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the Centre.

Access by a Non-custodial Parent

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the Centre the staff will:

- Be polite, firm and clear and remember their primary duty is to the children in their care.
- Clarify the legal position with the non-custodial parent. For example, staff may say: "I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent".
- Ask the person politely to leave.
- If they refuse to leave, call the police.
- In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

FOOD AND NUTRITION

The Centre aims to provide nutritious and varied food of good quality. We encourage children to develop good eating habits and for parents to share their family's food

values and ideas.

Afternoon tea is provided at 3.00pm every day. This is followed by a further, smaller, snack at 4.30pm.

Fresh drinking water is available at all times.

Fruit juice will generally not be provided for drinking. 100% fruit juice only may be used in ice blocks and will be diluted with water.

Food provided at the Centre will not contain nuts of any variety.

All food provided at the Centre will be nutritious and varied with some emphasis given to international cuisines allowing children to experience a diversity of foods. The menus will be developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents.

Once a term the children will be offered a “treat day” during which the adherence to the Australian Dietary Guideline for Children and Adolescents will be relaxed.

Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of foods. Children should be seated while eating and drinking.

Children and parents are encouraged to contribute to menu ideas.

All Children’s individual needs, such as allergies etc., will be addressed in the provision of food.

Staff must be made aware of children’s food allergies and any special dietary needs on enrolment at the Centre.

Staff and children will wash hands before preparing, eating or serving food. Use water and soap and dry hands with disposable paper towels.

FUNDRAISING

As the OOSH Centre is a small non-profit business we run on a very tight budget, therefore, throughout the year we will run a variety of fundraising activities.

The extra money raised will go towards updating and adding to the resources that are used in the Centre (e.g. craft supplies, costumes, games etc.).

We urge the families who utilise the OOSH Centre to contribute as much as is possible (either monetary or as volunteers) so the Centre can continue to offer the children a fun and happy place to be.

Parents/guardians will be notified of all fundraising activities through the noticeboard in the Centre, flyers attached to invoices as well as in the weekly OOSH news in the Uki Public School newsletter.

Donations of toys, games, craft materials etc. are warmly welcomed. Please contact the Co-ordinator regarding any equipment donations.

HYGIENE

Children are encouraged to wash their hands regularly, particularly before eating, but also on arrival and after coughing and sneezing or blowing their nose. This is to ensure that effective infection control and hygiene practices are implemented to minimise risks of illness and the spread of infectious diseases. Staff also follow these practices and teach children correct hand washing procedures are followed.

ADMINISTRATION OF MEDICINE

Parents who wish medication to be administered to their child at the Centre need to complete a REQUEST FOR ADMINISTRATION OF MEDICATION form, providing the following information - name of medication, name and contact of prescribing doctor, nature of condition, date, exact time and dosage to be administered and signature.

Medication must be given directly to the Uki Public School office, or a OOSH Centre staff member and not left in the child's bag.

All medications will be locked away and kept out of reach of children.

Medication will only be administered from its original packaging and by an authorised staff member (all staff have senior First Aid certificates). Prescription medicine will be administered only to the child for whom it is prescribed, from the original container bearing the child's name and with a current used by date.

Medication will be administered with the parent's written permission only. Authorisation from anyone other than the parents or the child's legal guardian cannot be accepted.

Medication will be recorded on the MEDICATION LOG and will be witnessed by a second staff member.

Where medication for treatment of long-term conditions such as asthma, epilepsy or ADHD is required, the Centre will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage as prescribed and how the condition is to be managed.

If children are receiving medication at home or school but not at the Centre parents should inform the Centre of the nature of medication and its purpose and any side

effects it may have for the child so that staff can properly care for the child.

Any change to the child's condition, or changes to the medication or dosage, must be advised in writing.

It is the Centre's policy NOT to administer analgesic substances e.g. Panadol.

FIRST AID

First Aid will be administered to any child who requires assistance. All staff members are Senior First Aid certified.

SICK CHILDREN

Sick children SHOULD NOT BE brought to the OOSH Centre.

In the event of a child becoming unwell while attending the Centre the following action will be taken:

- The Centre will provide a quiet area for the child.
- Parents/guardians will be contacted to collect their child.
- If medical attention is required the Co-ordinator will arrange for the parent/guardian to be contacted and the Co-ordinator will call for an ambulance if required.
- The Co-ordinator has legal obligations and responsibilities for the health and safety of all children and staff at the Centre. To this end the Co-ordinator may refuse attendance of a child at the Centre if concerned about the child's health or considers the health of staff or other children are at risk.
- Information regarding a child's' pre-existing health condition and allergies are to be provided to the Centre on enrolment and in the event of any changes in your child's health.
- In the case of a child having an accident at the Centre, causing injury, first aid will be administered. Where further medical attention is warranted, the parents/guardians will be contacted.

- In the case of an emergency, such as a chronic asthma attack, suspected broken bone, excessive bleeding, an ambulance will be called and the parents/guardians notified.
- Under the Sick Child policy, staff are required to call an ambulance if a child is ill and requires medical attention and the parents/guardians cannot pick the child up in a reasonable time frame.

THE CENTRE RESERVES THE RIGHT TO REFUSE ENTRY TO CHILDREN WHO ARE DEEMED UNFIT BY THE STAFF TO ATTEND DUE TO SICKNESS. IF A CHILD HAS AN INFECTIOUS DISEASE OR HAS BEEN EXCLUDED FROM THE CENTRE DUE TO ILLNESS, A DOCTORS CLEARANCE IS REQUIRED FOR THE CHILD TO RETURN TO THE CENTRE.

INFECTIOUS DISEASES

The parents/guardians MUST NOTIFY THE CENTRE of an outbreak of an infectious disease as soon as possible.

Non-immunised children are to stay away from the Centre for the appropriate time (as per table attached).

Any child suffering from an infectious disease will be excluded from the Centre while the disease is in its contagious stage. Parents/guardians should seek medical advice as this time will vary according to the particular disease. A table giving some guideline is attached.

When there is an outbreak of an infectious disease parents will be notified via a notice displayed at the Centre.

SUN SAFETY

In the interest of the children attending the Centre we endorse Sun Safety procedures.

- When children are enrolled into the Centre they are required to have a suitable sun protective hat.
- Staff will be required to protect themselves by wearing a hat and applying sunscreen to help encourage children to do the same.
- Children are to wear hats at all times when playing outside - "no hat not play in the sun"

- Outdoor activities will be held in shaded areas where possible.
- The Centre provides a 30+ sunscreen that children can apply. If a child has an allergy to sunscreen the parent/guardian must notify staff and provided alternative protection.
- The Centre will provide sun and skin awareness in our program of activities.

INCIDENT REPORTS

The Centre's Incident Report policy is designed to ensure:

- That incidents are reported to parents on the day they occur
- Reporting is consistent

Incidents that require a written report include those that result in bleeding, bumps to the head and more serious conditions. Grazes and small marks are considered a basic injury and will be verbally reported to parents/guardians on their arrival.

Should an incident require documenting, the parent will be required to sign it upon collection of the child and this will be filed in the child's personal file.

CHILD PROTECTION POLICY

The OOSH Centre is very committed to the belief that children have the right to feel safe at all times. Staff have a duty of care to ensure the safety, welfare and well-being of the children in their care.

The families enrolled at the Centre can expect that their children, whilst in the Centre's care, will be protected from all forms of abuse, including sexual, physical and emotional abuse and neglect.

It is procedure at the Centre for the Co-ordinator to notify the Department of Family and Community Services when a child coming into the Centre is suspected of being abused.

Under the Children and Young Persons' Care and Protection Act, ALL staff are mandatory reporters and MUST report any evidence of possible abuse or neglect to the Department of Community Services for further investigation.

In accordance with relevant legislation, all staff are screened prior to commencement of employment.

Any allegations against staff are to be investigated in accordance to relevant legislation

and in co-operation with the NSW Ombudsman for Child Protection.

EMERGENCY EVACUATION PROCEDURE

Evacuation procedures are clearly displayed near the main entry/exist point of the OOSH room.

In the event of an emergency that calls for an evacuation of the Centre, the children will be escorted to a pre-arranged location that may be off the site.

Evacuation procedures are rehearsed through the schools timetable.

We ask that during an evacuation or drill that you also listen to staff carefully and do not attempt to take your child until you have been given the all clear to do so by staff.

EMERGENCY LOCKDOWN PROCEDURE

The Lockdown Procedure is clearly displayed near the main entry/exist point of the OOSH room.

The lockdown procedure is rehearsed through the schools timetable.

In the event of an emergency that calls for a lockdown, staff will gather all children into the OOSH room. Outside staff making sure they check the toilets on the way in.

Once all staff and children are inside the windows and doors are locked, blinds drawn and everyone should be calmly sitting on the floor.

MISSING CHILD

Should a child go missing from the Centre with no explanation from parents/guardians or the school and parents/guardians or emergency contacts either cannot be raised or cannot explain the absence, the Centre will commence an immediate search. Should it be required, the police will be called to assist in finding the missing child.

ANIMALS

Animals are not permitted in the OOSH room or within the school grounds.

UKI OOSH CENTRE RULES

The Centre aims to provide a happy, safe and supportive environment for all children. To achieve this, the children and staff need to abide by the following expectations.

At the Centre, children will be expected to observe, and staff to implement, the following rules:

1. Play safely

- Play without bullying, violence or harmful physical contact.
- Never throw, or hit a person, with any object.
- Stay within the school grounds, and always under the supervision of an OOSH staff member.
- Wear a hat and shoes in the playground.
- Walk, not run, on the concrete.

2. Respect others, their property and the environment.

- Be honest and trustworthy.
- Treat everyone with respect, including children, staff, parents and visitors.
- Speak politely to others.
- Listen while others are speaking.
- Keep out of classrooms (except the OOSH room).
- Keep out of the gardens.
- Keep the OOSH room and other areas we use clean and tidy.
- Respect the property of others.

3. Listen to and obey instructions from the Co-ordinator, staff and others in authority.

- Obey the rules and encourage others to do so.

4. Follow the OOSH routine.

- Check your name from the roll before playing.
- Sign your name on the whiteboard.
- Leave your bag in the allocated area in a neat and tidy manner.
- During afternoon tea, behave in an organised and orderly fashion, using good

manners and patience at all times.

5. Do NOT bring inappropriate or unsafe items to OOSH (e.g. illegal drugs, alcohol, tobacco, weapons)

In return, students can expect the OOSH staff to:

- i. Treat them with respect, courtesy and understanding.
- ii. Provide a positive role model for behaviour.
- iii. Give them appreciation for good behaviour.
- iv. Give them clear and understandable directions, using a respectful tone of voice.
- v. Give them a clear reason when their behaviour is inappropriate.
- vi. Listen to them when they are speaking.

Dealing with unacceptable behaviour

Uki OOSH Centre is a safe place for ALL. Any child, staff member or parent/guardian who jeopardises that environment is in breach of our policy and will be subjected to consequences.

Consequences

The following are a selection of possible consequences for negative actions. They may be used in response to the disregard of OOSH rules. OOSH staff and the OOSH P&C sub-committee will use the appropriate strategies consistently.

- Cautionary look
- Hand sign - STOP
- Cautionary word
- Request for explanation of actions
- Indicate the effect of action(s) on others
- Ask student to identify the rule being broken.
- Restitution where appropriate (eg removing graffiti, tidying up mess)
- Identify a way to help the person who has been wronged.
- Warning for unacceptable behaviours.
- TIME OUT where the child is excluded from the group for a short time and is required to document the time spent excluded, in order to see why their behaviour is inappropriate and what they can do in order to prevent the

negative behaviour.

- Phone call to parents for immediate pick up.
- Short suspension.
- Permanent suspension.

Time Out

A child will receive a warning from the Co-ordinator or a staff member if they behave in an unacceptable way. The warning will be given on the spot and the child will be made aware what the warning is for. ONCE THE CHILD RECEIVES 3 WARNINGS THEY WILL BE TOLD THAT ANOTHER WARNING WILL RESULT IN TIME OUT. During TIME OUT the child will be separated from the other children in the TIME OUT area. The Co-ordinator will sit with the child and assist them to fill out an INCIDENT REPORT. This process should take about 10-15 minutes and will be signed by the child, the staff member and the parent.

Suspension.

Frequent TIME OUTS will result in a letter home to the child's parents/guardian. Continuing TIME OUTS after this letter may result in a short suspension from OOSH - of one to two weeks. During suspension, a meeting will be held between the child's parents/guardians, the OOSH Co-ordinator and a member(s) of the OOSH Management Committee, to discuss the child's behaviour and determine the conditions under which the child will return.

If required the Co-ordinator may immediately suspend a child for violent or criminal behaviour, the possession of a suspected illegal substance or the smoking and possession of tobacco.

The child's parents/guardian will be informed immediately and asked to pick the child up. During suspension, a meeting will be held between the parents/guardians, the OOSH Co-ordinator and member(s) of the OOSH Management Committee to determine whether, and under what conditions, the child will be allowed to return to OOSH.

If the extreme negative behaviour continues on return, the Management Committee will meet with the Co-ordinator to discuss the child's permanent suspension from OOSH. Permanent suspension may ensue.

Any questions or comments concerning this policy can be discussed with the Co-ordinator of Uki OOSH Centre in person, or by telephoning 6679 5128 between the hours of 3.00pm and 6.00pm.

*This policy is based on the Uki Public School Rules and Code of Conduct, the Uki

Public School Fair Discipline Code and the National Childcare Accreditation Council's Outside School Hours Quality Assurance requirement. The policy will be reviewed annually.

POLICIES AND PROCEDURES

A comprehensive file of Uki OOSH Policies and Procedures are kept in the OOSH room. Any parent/guardian or community member who would like to view these are most welcome - please contact the OOSH Co-ordinator. Any suggestions or concerns parents/guardians may have regarding any of the policies will be welcomed and dealt with appropriately, either by leaving your details in the "Feedback" box or contacting the Community Liaison Officer (Co-ordinator can give details of who to contact).