



OPERATIONAL

Section 5

Morbury West out of School Hours care

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Absent and Missing Children S5-1

We will ensure the safety and welfare of the children by ensuring clear communication and co-operation between the service, parents and the school.

Children who are booked into after school care and do not turn up:

The Director* will:-

- Contact the child's teacher, school front office and conduct a quick search of the school grounds.

In the event the child can still not be located then OSHC staff will contact the Parent/ Guardian or emergency contact in that order to advise of the situation. If necessary & after consultation with the above, contact the Police

The Director will follow up where necessary the services cancelling procedures with parents.

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Children's Program S5-2

Modbury West OSHC service will provide a program developmentally appropriate to the recreational needs of the children attending the service. Children will be actively involved in all program planning, implementation and evaluation processes.

Implementation

The Director and staff members will be responsible to the Governing Council for the development of a program and for creating an atmosphere and environment responsive to the needs of each individual child and to the group as a whole and which reflects the philosophy and goals of the service.

Staff will be provided with opportunities to further their knowledge of child development theories and practice.

All staff will be encouraged to explore and use good quality resources and training to offer fresh experiences for children and to further their own professional development and skills.

Staff will have access to the OSHC Standards, OSHCQA Quality Practices Guide and other relevant resources to design their programs according to its requirements.

The programs will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practice life and social skills.

Programs will include opportunities that foster and enhance:

- Friendships between children
- Individual child/staff interactions
- Cooperative and responsible behaviours among children
- Individual and group interests
- The special needs interests and talents of every child.

Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach to activities that values both processes and end products will be encouraged.

Programs will be developed to support and facilitate children's right to play.

Written programs will be displayed where parents are able to see them and can discuss any aspect of the program with staff. A copy of the vacation care program will be provided for each family. Parents will be encouraged to have input into program development. Parent evaluations of the program will be encouraged and considered. The extent to which parents wish to be involved will be respected.

Children's programs will be inclusive of the cultural and linguistic diversity of all families using the service. They will support children to explore a range of cultural experiences in an environment free from racial prejudice and harassment.

The service will provide a variety of equipment and materials for all children to play with and use regardless of gender.

The program will be child-centred and will allow children to experience a variety of experiences and pursue their own interests. There will always be a range of activities so that children can choose.



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Children will be actively involved in programming processes through discussions and conversations, group sessions and planning; their suggestions and opinions will be listened to and acted upon.

Children will be appropriately supervised at all times.

Staff will join in the children's activities where appropriate and encourage them to try new experiences.

All staff will be responsible for working cooperatively with each other and the children to plan for the needs of the children, and for evaluating programs in relation to the stated philosophy and goals.

Staff will regularly talk to parents concerning their child's interests and activities and respond to suggestions from parents.

When children first attend the service the needs of both parents and children will be respected. The parent may telephone the service during the session for reassurance that their child has settled in. Staff will provide information to the parent regarding the children's participation and wellbeing.

Where possible, new children will be encouraged to visit the service with their parents before enrolment to facilitate the child's orientation into the service.

Structured activities and routines will be built around the regular events of the day (i.e. arrivals and departures, snacks/drinks) and will take into account the developmental needs of individual children, children's attendance patterns, the weather and physical environment, the numbers and ages of children in a given group, children with special needs, new children entering the group and the expectations of parents.

Special group activities for older children may be organised from time to time. These will be planned collaboratively by staff, children and parents. Considerations will include the:

- Enthusiasm of the children
- Availability of suitable indoor and outdoor space or an excursion venue
- Transport, materials or equipment required
- Staffing levels and required staff: child ratio
- Cost
- Number and ages of children
- Service philosophy and policies.

Excursions will be organised as part of the program. Excursions give variety in the program, especially during the school holidays. Children benefit from experiences in the local and wider community (see Excursions policy for specific policies and procedures).



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Excursions S5-3

Excursions are an integral part of the children's program at Modbury West Vacation Care Service and will be arranged to provide a broad range of experiences for children. Parental permission will be sought for all excursions, which will be organised to comply with DECS OSHC Standards.

General S5-3/1

When excursions are planned, staff will take possible changes in weather and temperature into account. They will ensure there are sufficient shaded areas for all the children to protect them from the sun, and undercover areas or enclosed areas to protect them from rain and cold weather.

All excursions will be publicised to all parents with full details of destination, times of departure and return, and any special items children required to bring. There will be no change to the publicised itinerary unless the person in charge of the excursion decides it is necessary for the safety and wellbeing of the children.

The Director will appoint a person in charge for each outing.

Parents are requested not to send their child on an excursion if the child has any signs of being unwell. This is in everyone's interests.

Alternative arrangements for children not allowed on excursions will need to be arranged by the parent or guardian.

When on an excursion staff will take and have accessible:

- A first-aid kit
- A list of all children on the excursion and medical information for each child attending
- List of emergency phone numbers.
- A mobile phone.

Should a child require medication while on an excursion the usual service procedures regarding medication will apply as outlined in the medication policy S4-12.

The service's sun-protection policy will be implemented on all excursions.

Consent S5-3/2

No child is to be taken outside the service (including an excursion away from the service that involves the use of transport or crossing a main road) without the parent's written authorisation regarding the date, proposed destination, method of transport and activities.

Children may be taken on walking excursions within the community when parents have signed the authority contained in the Enrolment Form.



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Ratios S5-3/3

On excursions there will be a maximum of eight children to one carer at all times. An carer may be a staff person or a volunteer. If the carer is a volunteer they must be over the age of 18 and approved by the Management Committee or Director, to accompany staff and children on excursions (see Volunteer policy S1-1/11). The staffing ratio of one **paid** staff member to every 15 children or part thereof will be maintained on all excursions.

On swimming excursions there will be a maximum of five children to one carer at all times, according to the departmental OSHC Standards. A carer is a volunteer over the age of 18 approved by the Management Committee or Director, to accompany staff and children on swimming excursions. At least one of the carers in charge of children swimming will have a senior first-aid certificate.

Adult volunteers may be used to augment adult: child ratios on outings. Parents are welcome to assist.

In determining an adult: child ratio for each outing, the following will also be considered:

- The age and abilities of the children
- The destination and length of the excursion
- The transport to be used
- The previous experience of the accompanying adults.

Transportation S5-3/4

When department school buses are used to transport children, procedures will be developed with reference to AIG 1-124 School transport.

A private vehicle may be used to carry children on excursions for both OSHC and Vacation Care as passengers, only if:

- It is equipped with seat belts
- It is registered and there is reason to believe that it is in safe mechanical condition
- It has full comprehensive insurance
- The driver has a full license and there is reason to believe that they are safe and responsible behind the wheel. 'L' plate or provisional license drivers must not carry children.

Before the journey begins a person in charge should ensure that:

- No child occupies a seat that is not fitted with a seat belt
- Every child has their seat belt on and secured
- The vehicle is not overloaded as this could impede the driver and also jeopardise insurance entitlements should there be an accident.

Parents are at any time able to request that their children do not travel in a private car. A request not to travel in a private car will be attached to all booking sheets for excursions encompassing OSHC and Vacation Care periods



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Guiding Children's Behaviour S5-4

The Service is strongly committed to providing a positive environment for children in which to learn and develop self esteem. Every effort will be made to ensure that all interactions within the Service are respectful, genuine and caring.

Behaviour expectations will be developmentally appropriate. Positive adult behaviour will promote a warm friendly environment for both children and carers. Staff will model appropriate, acceptable behaviour by building on each child's strengths and achievements and to understand the limits of children's ability to wait, share, and express feelings and to cope with tiredness or disappointment.

Wherever possible staff will redirect play of the child, offer choices and encourage children to settle their differences peacefully. Guidance will focus on the positive rather than the negative aspects of the child's behaviour.

Children are part of setting the OSHC Service behavioural expectations and are knowledgeable of the consequences. Such consequences will never include physical, verbal or emotional punishment or any punishment that humiliates, frightens or threatens a child. Such consequences will not result in the child being placed in solitary confinement, however the child may be withdrawn from the situation and required to 'think' in REFLECTION TIME about safe and/or appropriate behaviour (this will be supervised by staff).

At all times it is the behaviour that is rejected not the child.

Parents will have clear guidelines about acceptable behaviour within the Service. Parents will be involved in determining appropriate strategies for dealing with any behavioural problems. Staff will be non-judgemental when discussing a child's behaviour problems with the parents and confidentiality will be maintained. Relevant agencies and/or professional advice will be sought where necessary.

If parents guide their own child's behaviour within the Service then no form of corporal punishment or unacceptable language is to be used. If this occurs, then the staff member will report the situation to the Director.

Under no circumstances, should a parent address another child about their behaviour.

Before enrolment of children is successful we require families to read and sign the behaviour agreement so that everyone fully understands what is expected at OSHC.

Children attending the program are expected to respect the rights of others and will be encouraged to choose acceptable behaviour during the sessions. OSHC is strongly committed to providing a positive environment for children in which to learn and develop self esteem. Every effort will be made to ensure that all interactions within the Service are respectful, genuine and caring. Our Guidance of children's behaviour is focused on reinforcing and encouraging the good and acceptable behaviours of children. Rewarding children with acknowledgement and praise for choosing to behave acceptably and sometimes rewarding children with "Reward Points" Every effort is made to "catch them being good".

If a child's behaviour is considered unacceptable and they do not choose to behave appropriately, then the following steps will be implemented:

1. **REMINDER** about how to behave acceptably in that particular situation and **informed** about the **CONSEQUENCES** if they choose to behave unacceptably.



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2. **IMPLEMENT** Consequences. (See consequences section below)
3. **REFLECTION TIME** If they continue to behave unacceptably or in an unsafe way they will be asked to go to the Main OSHC room, to fill out a behaviour agreement form. This gives them the opportunity to reflect on why they are behaving this way, the feelings behind the unacceptable behaviour and it guides them to choose acceptable ways to deal with the problem/feelings/reasons. This is to show the seriousness of the behaviour, allow time to cool off and think about fixing things up. We call this time **Reflection Time**.
4. If behaviour continues **BANNING** the child from an activity that they really enjoy for a reasonable time eg No cricket for two days or a week depending on severity of unacceptable behaviour.
5. If the behaviour continues **PARENTS/CAREGIVERS WILL BE NOTIFIED** and the behaviour discussed. An **Individual behaviour plan** will be developed for the child between the Child, their Parents/Guardians and OSHC Director.
6. Repeated or serious behaviour may result in suspension or exclusion from the program
7. Encouragement of good behaviour and rewarding good behaviour with praise and “reward points” will continue throughout the above steps.

Depending on the seriousness of the behaviour staff may choose to skip any of the above steps.

Consequences may include:

- Most consequences will be logical to the unacceptable behaviour. The consequences will be whatever the OSHC staff member deems logical, fair and reasonable at the time.
- Reading a book on problem solving if the child refuses to cooperate or try to solve the problem.
- Banning from a particular activity for either an hour, a day, two days or a week.
- Redirection to another activity for awhile.
- Restricted to playing within a certain area.
- Restricted from playing in a specific area.
- Restricted from playing with certain children or in the same area as certain children.
- Cleaning an area if caught defacing it.



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Diversity and Anti-Bias S5-5

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

All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

Procedure

Staff shall accept and value every parent and child regardless of race, cultural background, religion, sex, ability or sexual preference.

Staff will make themselves aware of the specific cultures represented in the families and general community of the centre.

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 childcare practices (with the exception of child protection concerns)

Staff will ensure parents have confidence in the centre'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 centre, 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.

All staff will undertake training and sharing of information regarding the various cultures and multicultural programming.

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 centre 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 an 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.



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Cultural awareness should be integrated throughout all activities in the program and reflect an attitude of respect and positive appreciation for the difference in our society.

All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures or life-styles are avoided.

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Gender Equity S5-6

We will help the children develop their full potential regardless of their gender. All children will be treated in the same manner and provided with the same access to all materials and equipment.

Procedure

Staff shall accept and value every parent and child regardless of sex or ability

Staff are to be aware of the way in which they treat individual children in regards to language, attitudes, assumptions and expectations, and will treat all children in the same manner regardless of gender.

Staff are to be aware of the way in which they treat individual parents and each other in regards to language, attitudes, assumptions and expectations, and will treat all children in the same manner regardless of gender or lifestyle.

The program will present positive experiences for the children, which are not based on sex role stereotypes.

All children will be encouraged to try a variety of activities regardless of sex.

Resource materials used in the centre will as far as possible be non-stereotyped

Staff will provide a range of equipment, which is non-sexist and meets the needs of children.

Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite sex.

Staff will be actively involved in a variety of activities regardless of sex.

Every effort will be made to employ staff and volunteers from both sexes.