

Tweed Shire Vacation Care Inc.

Tweed After School Care

Information Booklet for Parents

**Tweed Shire Vacation Care Inc.
Tweed After School Care**

**Located on the grounds of South Tweed Primary School
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South Tweed Heads
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CENTRE PHILOSOPHY

The central tenant of TSVC and Tweed OOSH Inc. is to provide families with a high quality out of school hours care service.

Every aspect of care is founded upon the following principles:

1. To maintain a safe, responsive and inclusive atmosphere in a nurturing environment for middle childhood children of the local community to play and interact with others.
2. To provide informal, semi-structured recreational areas and activity centres designed to stimulate the overall development of children i.e., aspects of social, emotional, cognitive and physical growth as well as health, welfare and the development of life skills.
3. To create and maintain a positive interactive and creative environment that encourages communication, co-operation, mutual respect and positive behaviour.
4. To create an environment that is anti-discriminatory and free from prejudice based upon race, gender, cultural beliefs, religion, age, ability or perceived social status.
5. To accommodate familie's needs and maintain a positive relationship between staff members/carers and families through formal and informal structures.

The TSVC and Tweed OOSH Inc. philosophy and following guidelines have been developed and instituted with the express desire to acknowledge and implement the United Nations Convention the the Rights of the Child.

Of particular relevance to our centre is Article 31: The Child's Right to Play.

The child has the right to rest and leisure, to engage in play and recreational activities and to participate in cultural and artistic life. The State undertakes to provide appropriate and equal opportunities for the realisation of these rights.

WELCOME TO TWEED OOSH Inc.

The Management committee and staff are pleased to offer your child/children a place at our centre. We hope that your experience with us will be happy and beneficial.

This booklet is intended to help you become more familiar with many aspects of the centre by understanding the policies and practices underpinning Tweed Shire Vacation Care Inc. (TSVC) and Tweed Out of School Hours (Tweed OOSH).

We thank you for your co-operation in taking the time to read this information. If translation services are required, please speak to the Centre Director. If you have any queries and/or concerns please do not hesitate to discuss these with the Centre Director.

It is a requirement, on accepting a place at TSVC and Tweed OOSH Inc., that all parents sign an enrolment form stating that they intend to read the contents of the TSVC and Tweed OOSH Parent Handbook, and raise any queries or concerns prior to their child commencing care.

The Centre's Policies and Procedures are available at any time. Please ask the Director if you would like to read or review these policies. A copy is available below the Parent's Notice Board.

OUR CENTRE

TSVC and Tweed OOSH Inc. are Out of School Hours Care programs catering for children who currently attend primary school. Special needs children may continue to attend once they are in high school provided programs are appropriate and we can still provide adequate care. Our centre was established in 1984 by a group of working parents who dedicated their time and efforts into developing a high quality child care service.

TSVC and Tweed OOSH Inc. is open Monday to Friday 2.30 pm to 6.00 pm (6.30 pm during DST) during the term. A Vacation Care program is offered during the NSW school holidays and operates between 7.30 am and 6.00 pm Monday to Friday (6.30 pm during DST). Care is also available on NSW pupil free days.

We are closed on NSW and National Public Holidays.

MANAGEMENT

The centre is a non-profit community organisation and is managed by a volunteer parent management committee. Membership of the TSVC and Tweed OOSH Inc. Management Committee is open to all parents who use the service. Members are elected each year at the Annual General Meeting. The Management Committee consists of the Office Bearers (President, Secretary and Treasurer) and other members. The role of the Management Committee is to ensure that the service is managed according to the National Standards for Outside of School Hours Care Centres, the National Childcare Accreditation Council's Quality Assurance standards, the Centre's Constitution and any other relevant Guidelines, Acts or Regulations.

The term parents includes persons with parental responsibility

At times the parents may have the opportunity to also be involved in sub-committees to carry out specific functions on the committee's behalf. Getting involved in the TSVC and Tweed OOSH Inc. Management Committee can be a challenging and rewarding experience.

The Centre Director is responsible for the daily management and operations of TSVC and Tweed OOSH Inc.

Aims and Objectives/Goals

The Centre

- To provide a comfortable and supportive environment for parents, staff and children and strive for open communication and good relations between all parties.
- To provide a safe environment.
- To provide a clean environment.
- To provide a caring environment.
- To provide a friendly and welcoming environment.
- To provide high quality care for children of middle childhood.
- To have equipment and facilities that are suitable to the needs and abilities of the school aged child.
- To encourage good nutrition through the provision of nutritious snacks and by modelling healthy eating habits.

The Parents

- To provide for the needs of parents who are working, looking for work, studying or who need child care.
- To open for hours that allow parents to travel to and from that place of employment or study.
- To make parents feel welcome and valued.
- To accept and value every parent regardless of race, cultural background, religion, sex or ability.
- To help them feel confident in the centre's quality of care for their child.
- To keep them informed and updated in issues relating to the service.
- To encourage parent involvement in decisions on policy and programming issues.
- To encourage feedback and input from parents in relation to the program, policies or other issues relating to the centre.

- To encourage open communication between parents and the centre.
- To maintain positive relationships between parents, staff and management.
- To meet the current needs of parents through continual update and review of relevant issues.

The Children

- To accept and value every child regardless of race, cultural background religion, sex or ability.
- To maintain positive communication and relationships between staff and children.
- To encourage individual interests.
- To foster children's independence and self help skills.
- To provide children with opportunities for self-expression and self-direction.
- To provide an environment that will foster the child's self esteem.
- To help children develop self discipline skills through positive example and direction.
- To help children appreciate and care for each other and their surroundings.
- To encourage children to be involved in the planning, implementation and evaluation of activities in the centre.
- To develop and implement a balanced program that is stimulating, interesting and exciting which allows for opportunities to explore and develop new skills.
- To develop a mixed program which is appropriate to the developmental and leisure needs of all individuals and reflects the centre's cultural diversity.
- To provide a place for children to play with friends.
- To encourage children to participate in decisions about the centre.

The Staff

- To create an enthusiastic and positive atmosphere for the staff which encourages personal initiative and co-operation.
- To help develop mutual respect, courtesy and understanding for all.
- To provide support and assistance where needed.
- To provide relevant training and development.

- To ensure staff are aware of all expectations and duties.

The Community

- To provide for the changing needs of the local community.
- To be sensitive to the needs of residents around the centre in relation to noise and other considerations.
- To ensure the cultural diversity of our community is valued and respected.
- To develop positive relationships with local schools, local council, government and other agencies.
- To maintain open communication between the schools, neighbours and other relevant groups in the area.
- To keep the relevant groups informed of any major changes within the centre.
- To keep up to date with any current issues in the local area.
- To participate, where possible, in community events.

THE STAFF

TSVC and Tweed OOSH Inc. adheres to the National Childcare Accreditation Council Quality Practice Guidelines and the National Standards for Outside School Hours Care Centres which states the staff/child ratio of 1:15 must be maintained at all times, with a maximum of 8 children to 1 carer for excursions and a maximum of 5 children to 1 carer for swimming. In accordance with the National Standards, TSVC and Tweed OOSH Inc. ensures that a minimum of 2 staff members is present at any one time.

Our centre also ensures staff are appropriately qualified, trained and/or have experience within the childcare sector. There is a minimum of 1 qualified staff member to every 30 children, or part thereof.

TSVC and Tweed OOSH Inc. adheres to The Child Protection (Prohibited Employment) Act 1998. This Act ensures any person undertaking a “child related” role are screened by the Department of Community Services to check suitability. All persons employed at TSVC and Tweed OOSH Inc., in a paid or unpaid capacity, complete the “Working with Children Check” prior to the commencement of duties.

STUDENTS

As part of their training, students from TAFE and other registered training organisations studying a relevant field, such as child care, teaching, recreation or community services may undertake practical experiences throughout the year at TSVC and Tweed OOSH Inc.

Students from local high schools who wish to gain work experience as part of a school program may attend for 1-2 weeks work experience.

VOLUNTEERS/VISITORS

Volunteers and visitors may be invited to TSVC and Tweed OOSH Inc. to enhance the children’s program. Volunteers and visitors may include local people, parents with a skill or ability to share with the children, staff or local community resources such as police, fire brigade etc.

All other visitors must make an appointment with the Centre Director at a convenient time. Any unwelcome visitor will be politely asked to leave the centre. If they refuse to

leave the centre, the Centre Director or staff member directed by the Centre Director will call the police for removal.

CENTRE GUIDELINES

TSVC and Tweed OOSH Inc. guidelines have been developed and instituted within the ambit of the TSVC and Tweed OOSH Inc. philosophy.

The guidelines are focused upon implementing and maintaining the physical and psychological right and safety of each individual child and promoting a positive co-operative play environment.

TSVC and Tweed OOSH Inc. believes that child management is leading, guiding, encouraging and instructing children within a framework of rights, responsibilities and rules. These three strands of discipline should work together to create a caring community atmosphere.

In giving consideration to the individual child’s rights and associated responsibilities, TSVC and Tweed OOSH Inc. has also given consideration to the rights and responsibilities of all others involved in the successful operation of the centre such as staff and parents.

TWEED SHIRE VACATION CARE AND TWEED OOSH CHILD’S RESPONSIBILITIES AND RIGHTS

Roles are the part you play as part of the team.

Responsibilities are the things you should do without being told. Some of these things you do for others and some of these you should do for yourself.

Rights are things, which belong to you as a child and cannot be taken away by anyone.

RESPONSIBILITIES	RIGHTS
I have the responsibility to treat others with respect and understanding - not to laugh at others, tease or try to hurt their feelings. I have the responsibility to treat others politely and with respect irrespective of race, ethnic background, gender, soci-economic status, ability or disability.	I have the right to be happy and to be treated with understanding. I have the right to be treated with respect and politeness.
I have the responsibility to behave in a manner that promotes happy play without disruption.	I have the right to play with my friends.
I have the responsibility to not threaten, bully, harass or hurt anyone in anyway.	I have the right to be safe.
I have the responsibility to express my opinions in a non-aggressive manner using appropriate time.	I have the right to express my opinions.
I have the responsibility to support and acknowledge the achievement of others.	I have the right to be proud of my achievements.
I have the responsibility to respect other people’s property by not stealing, damaging or interfering with it.	I have the right to expect my property to be safe.

I have the responsibility to protect my health and not smoke, take drugs or alcoholic drinks or encourage other children to do so.	I have the right not to be pressured into health damaging habits.
I have the responsibility to ensure I listen to staff's instructions to children.	I have the right to be kept fully informed about all OOSH/Vacation Care activities.
I have the responsibility to care for the OOSH/Vacation Care environment, to keep it clean and free from litter.	I have the right to have pleasant, clean and well-maintained OOSH/Vacation Care grounds.
I have the responsibility to uphold the Code of Behaviour of OOSH/Vacation Care and accept ownership for my behaviour.	I have the right to be treated as a valued member of the OOSH/Vacation Care Centre and to be treated fairly.
CONCLUSION	
I have the responsibility to protect my rights and the rights of others at all times.	I have the right to expect that all these rights will be mine so long as I am carrying out my full responsibilities.

A parent utilising the services offered by TSVC and Tweed OOSH Inc. has the following rights and responsibilities

Rights	Responsibilities
To expect that their child/ren will be cared for in a safe, nurturing environment.	To contribute to the smooth running of TSVC and Tweed OOSH Inc. by maintaining effective communication with the staff and sharing relevant information with their children.
To have their child/ren cared for by highly competent and suitable professional staff.	To respect the TSVC and Tweed OOSH Inc. staff as professionals and the role they play in caring for children. To communicate with staff in a friendly and non-threatening way.
To expect that age appropriate activities and play opportunities will be made available for each child with suitable material and equipment available to facilitate this process.	To read activity programs and provide TSVC and Tweed OOSH Inc. staff with information on child/ren's personal interests.
To be informed about communication processes within TSVC and Tweed OOSH Inc. and to have communication that is regular, positive and confidential.	To develop a close liaison with the service using appropriate avenues of communication.
To be updated about TSVC and Tweed OOSH Inc. policies and any changes to these.	To read policies and procedures and assist TSVC and Tweed OOSH Inc. with implementation.
To receive information about TSVC and Tweed OOSH Inc.'s Code of Behaviour and Child Management policy.	To give their child/ren a clear understanding of what is expected behaviour within the centre.
To have access to information on the management structure.	To support the centre through the involvement in management committees and volunteering.
To be informed about the administrative procedures and daily responsibilities.	To sign children in and out within the designated hours. To assist staff with the child/ren's transition from home to the centre.

TSVC and Tweed OOSH Inc. staff have the following rights and responsibilities:

Rights	Responsibilities
To work in a child-friendly environment where the TSVC and Tweed OOSH Inc. philosophy is respected.	To organise stimulating programs consistent with this environment and appropriate to children’s individual abilities, needs, likes and interests. To work collaboratively with children to plan and implement experiences.
To be respected as a professional.	To model caring, consistent behaviour with appropriate values.
To be treated with respect by all involved at TSVC and Tweed OOSH Inc.	To work as a member of a co-operative team ensuring confidentiality and modelling ethical values.
To expect behaviour from children that contributes to a positive centre atmosphere and environment.	To treat children with respect and dignity; nurture, supervise, support and guide them.
To have adequate staff to child ratios enabling them to spend time with children as individuals and to deal with their needs.	To recognise the rights of children as individuals, giving them unconditional high regard and acceptance.
To receive support from the Management Committee and parents.	To resolve, to the best of one’s ability, problems that occur in the centre and follow centre policies and procedures.

ENROLMENT

As mentioned previously all parents are required to sign an enrolment form stating they intend to read the TSVC and Tweed OOSH Parent Handbook and raise any queries or concerns with the Director prior to their child commencing care.

An enrolment form must be fully completed for each child before commencing care at TSVC and Tweed OOSH Inc. The Centre Director will assess the form prior to your child/ren starting care to ensure all the details have been completed and to offer assistance if required.

Enrolment forms should be updated when there are changes to your family’s circumstances.

It is essential for your child’s well being and care, and the parent’s responsibility to keep the centre informed of any change to:

1. Your home address or telephone number
2. Your mobile telephone number or pager number
3. Your work telephone number
4. Emergency contact person's telephone number (This person must be available to pick up your child at any time)

In the event of an emergency, TSVC and Tweed OOSH Inc. will not be held responsible if contact details and numbers have not been updated and centre staff are not able to inform you of a serious incident and/or accident involving your child and /or affecting the care of your child.

All enrolment forms are kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and/or State Department Officers.

Depending on availability of care, children may be enrolled at any time throughout the year.

PRIORITY OF ACCESS TO CARE

At TSVC and Tweed OOSH Inc., we do not discriminate against any families needing care however, priority of access is given to children at risk of abuse or neglect, families in crisis, working parents, parents seeking work or parents studying for work purposes. Acceptance of children is at the discretion of the Centre Director and is determined by the Federal Government Guidelines mentioned above. For evidence of priority, parents may need to provide documents i.e. pay slips or a copy of a TAFE/University enrolment form.

A waiting list is maintained. Placement on the waiting list is determined by priority of access guidelines, siblings of children already in care, date of placement on the waiting list and required days of care.

TSVC and Tweed OOSH Inc. has a sibling policy which means a younger child will be admitted as soon as possible, usually at the beginning of a calendar school year, providing the older sibling still attends the centre and a current waiting list application is held.

Parents are able to access their status on the waiting list on request.

LEGAL PARENT OR GUARDIAN

Parents who have sole legal custody of their child/ren must provide a current copy of 'parenting orders' and/or 'specific issues orders' to the Centre Director. TSVC and Tweed OOSH Inc. must have a copy on record plus any subsequent alterations registered by the court.

If a non-custodial parent attempts to collect a child/ren from TSVC and Tweed OOSH Inc. the centre staff will:

- Clarify the legal position with the non-custodial parent.
- Ask the person politely to leave.
- On refusal to leave, call the police.
- Inform the custodial parent of incident as soon as possible.

IMMUNISATION

At the time of enrolment, whether in After School Care and/or the Vacation Care program, parents must provide the centre with documented evidence of their child's immunisation status. This is part of the enrolment process.

We do respect the right of individual parents whether to or not to immunise their children. However, in the event of any outbreak of a vaccine-preventable disease at the centre and/or school, upon the direction of the Public Health Unit's Medical Officer, unimmunised children will be excluded for the incubation period of the disease or the duration of the outbreak.

It is the responsibility of the Centre Director to notify The Public Health Unit if any child contracts a vaccine-preventable disease.

Exclusion periods:

Condition	Exclusion of case	Exclusion of contacts
Amoebiasis (Entamoeba histytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Candidiasis	See 'Thrush'	
Chickenpox (Varicella)	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
CMV (Cytomegalovirus infection)	Exclusion is NOT necessary	Not excluded
Cryptosporidium infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diarrhea (No organism identified)	Exclude until there has been no loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least 2 negative throat swabs, the first swab not less than 24 hours after finishing a course of antibiotics followed by another swab 48 hours later.	Exclude contacts that live in the same house until cleared to return by an appropriate health authority.
German measles	See 'Rubella'	

Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Glandular fever (Mononucleosis, EBV infection)	Exclusion is NOT necessary	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried.	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days.	Not excluded
Head lice (Pediculosis)	Exclusion is NOT necessary if effective treatment is commenced prior to the next day at child care (ie the child does not need to be sent home immediately if head lice are detected).	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice.	Not excluded
Hepatitis B	Exclusion is NOT necessary	Not excluded
Hepatitis C	Exclusion is NOT necessary	Not excluded
Herpes simplex (cold sores, fever blisters)	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practices to minimize the risk of transition. If the person is unable to comply with these practices they should be excluded until the sores are dry. Sores should be covered by a dressing where possible.	Not excluded
Human Immunodeficiency Virus (HIV/AIDS)	Exclusion is Not necessary. If the person is severely immunocompromised, they will be vulnerable to other people's illnesses.	Not excluded
Hydatid disease	Exclusion is NOT necessary	Not excluded
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.	Not excluded
Influenzae and influenzae-like illnesses	Exclude until well.	Not excluded
Legionnaires' disease	Exclusion is NOT necessary	Not excluded
Leprosy	Exclude until approval to return has been given by an appropriate health authority	Not excluded

Measles	Exclude for 4 days after onset of rash	Immunised and immune contacts are not excluded. Non-immunised contacts of a case are to be excluded from child care until 14 days after the first day of appearance of rash in the last case, unless immunised within 72 hours of first contact during the infectious period with the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and has received appropriate antibiotics	Not excluded
Meningitis (viral)	Exclude until well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded
Molluscum contagiosum	Exclusion is NOT necessary	Not excluded
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Parvovirus infection(fifth disease, erythema infectiosum, slapped cheek syndrome)	Exclusion is NOT necessary	Not excluded
Pertussis	See 'Whooping Cough'	
Respiratory Syncytial virus	Exclusion is NOT necessary	Not excluded
Ringworm/tinea	Exclude until the day after appropriate antifungal treatment has commenced	Not excluded
Roseola	Exclusion is NOT necessary	Not excluded
Ross River virus	Exclusion is NOT necessary	Not excluded
Rotavirus infection	Children to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of the rash	Not excluded
Salmonella infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Scabies	Exclude until the day after appropriate treatment has commenced	Not excluded

Scarlet fever	See 'Streptococcal sore throat'	
School sores	See 'Impetigo'	
Shigella infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Thrush (candidiasis)	Exclusion is NOT necessary	Not excluded
Toxoplasmosis	Exclusion is NOT necessary	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from an appropriate health authority	Not excluded
Typhoid, Paratyphoid	Exclude until medical certificate is produced from appropriate health authority	Not excluded unless considered necessary by public health authorities
Varicella	See 'Chickenpox'	
Viral gastroenteritis (viral diarrhoea)	Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Warts	Exclusion is NOT necessary	Not excluded
Whooping cough (pertussis)	Exclude until five days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing	Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had 5 days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.
Worms	Exclude if loose bowel motions present	Not excluded

ILLNESS AND INFECTIOUS DISEASES

If a child arrives at the centre unwell or becomes ill at TSVC and Tweed OOSH Inc., parents will be notified and the child made comfortable and cared for until he/she can be collected.

A child is considered unwell if he/she:

- sleeps at unusual times
- has a fever over 38 degrees Celsius
- is crying constantly from discomfort
- vomits or has diarrhoea
- is in need of constant one to one care
- has an infectious disease

TSVC and Tweed OOSH Inc. is not able to care for any child if they are ill with any contagious disease or illness. This includes diarrhoea and conjunctivitis. The period of exclusion is based on the recommendations outlined by the Department of Health. This is to avoid further infection of other children and/or adults attending or visiting TSVC and Tweed OOSH Inc.

HEADLICE

Headlice are tiny insects that live in hair where they breed and feed on blood from the scalp. They are about the size of a sesame seed, have 6 legs and range from tan to greyish white in colour. They live up to 30 days and cannot survive for more than 2 days away from the human scalp.

Lice are spread from head-to-head contact with an already infested person. Another possible risk comes from wearing and sharing hats, scarves, hair ribbons, scrunchies and by using infested combs and brushes that have been used by an infested person.

Symptoms include:

- Tickling feeling of something moving in the hair
- Itchy scalp from lice bites
- Fine black powder (lice faeces) or pale grey lice skins may be seen on the pillow

Parents are asked to examine their child's hair for signs of lice infestation on a regular basis. If you find your child has a case of headlice, a specialised treatment can be purchased from a chemist without a prescription. Follow the instructions provided and then treat again after 7 days. After the first treatment the infected child may return to care at TSVC and Tweed OOSH Inc.

It is the responsibility of the parent to inform the Centre Director if their child/ren has headlice so that all families can be encouraged to examine their own child's hair to reduce the risk of reinfestation. Confidentiality will be maintained.

If a child attends TSVC and Tweed OOSH Inc. with a case of headlice the parent will be contacted by the Centre Director as soon as possible so that arrangements can be made to collect the child from the centre and an appropriate treatment can be given by the parent. After treatment the child may return to care at TSVC and Tweed OOSH Inc.

FIRST AID AND ACCIDENTS

TSVC and Tweed OOSH Inc. aims to ensure the safety and well being of staff, children and visitors, within the centre and on excursions, through proper care and attention in the event of an accident. The centre will make every attempt to ensure sound management of the injury to prevent any worsening of the situation.

TSVC and Tweed OOSH Inc. adheres to the National Standards and National Childcare Accreditation Council Quality Practice Guidelines and ensures that a minimum of two staff members present at all times are currently qualified in first aid. When rendering first aid centre staff follow procedures and practices as set out in the NSW Health Universal Guidelines.

A fully stocked and updated first aid kit is kept in a designated area at the centre that is easily accessible to staff and kept inaccessible to children. If a child requires immediate medical attention all reasonable attempts will be taken to ensure this attention, and to notify the parent of the accident.

The centre maintains records of all accidents which occur at the centre. If your child is injured during their time at the centre you will be asked to sign an Accident Report to acknowledge you have been informed of the details of the incident.

FEES

Daily Fees

Fees are payable by personal cheque, bank cheque, money order, cash, Eftpos or credit card.

Casual and Emergency Care must be paid for on the day of care, unless a prior arrangement has been made with the Director/Finance Officer.

Fees can be paid weekly, fortnightly or monthly. Fees must be paid in full by the end of each term. Vacation Care & OOSH bookings will not be accepted until outstanding accounts are settled.

Fees are to be paid for the days the child is booked into TSVC and Tweed OOSH Inc., unless cancellations are made by approved time:

- OOSH - Cancellations by 6.00 pm day prior to booking
- Vacation Care - Cancellations by 10.00 am day prior to booking

TSVC and Tweed OOSH Inc. does not charge for Public Holidays or scheduled school holidays when the child does not attend. Receipts are issued for all payments and will be placed in the appropriate alphabetical pocket at TSVC and Tweed OOSH Inc. Statements of account will be issued weekly for OOSH and within a month of each Vacation Care period to satisfy federal government funding regulations. Statements are available at any time on request.

We understand emergencies do occur and such circumstances will be dealt with accordingly. Parents are encouraged to discuss any difficulties in relation to payment with the Centre Director or Finance Officer so that arrangements can be made.

Late Afternoon Pickup

All children will be collected from TSVC and Tweed OOSH Inc. by 6.00 pm sharp (6.30 pm DST). Any parent who collects their children after 6.00 pm will incur a late fee of \$10.00 for every 15 minutes. The late fee will be automatically charged to your account.

Wherever possible parents are requested to advise centre staff when they will be late to collect their child.

If a parent consistently collects a child after 6.00 pm, the Centre Director will discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

CHILD CARE BENEFIT (CCB)

TSVC and Tweed OOSH Inc. is an approved child care service able to offer Child Care Benefit (CCB) to eligible families enrolled at the centre for After School Care and/or the Vacation Care program.

CCB is a payment made to families to assist with the costs of child care. Families are able to choose to receive CCB through fee reductions or as a lump sum. Families who want to receive their CCB as a lump sum need to advise the Family Assistance Office (FAO).

For families choosing to receive CCB as a fee reduction, the level of fee reduction is based on your estimated annual taxable income. The Family Assistance Office (FAO) is responsible for decisions in relation to families' assessments.

To be eligible for CCB parents must:

- meet Australian residency requirements; [and]
- have a child attending care in a Commonwealth approved child care service and be liable to pay for this care; [and]
- comply with immunisation requirements.

Parents can apply to the FAO for CCB by phoning 13 61 50 between 8 am - 8 pm weekdays.

It is the parents/carers responsibility to advise our office of the number of children in care in other centres in the same week. For families receiving Jet Funding we require a letter from the FAO before we can apply this subsidy.

All families receiving CCB by fee reduction must notify the FAO of any changes in circumstances that may affect your entitlement to CCB i.e. changes in family income, changes in partnering arrangements such as commencing or ending a marriage, or marriage-like arrangement.

CCB is paid in certain circumstances when a family is charged for care that their child does not attend. The circumstances are categorised into two groups - (1) allowable absence days and (2) approved absence days.

CCB is paid for up to 42 allowable absence days for each child for each financial year. Allowable absence days can be taken for any reason. CCB ceases once the 42 allowable absence days are used for any individual child.

CCB is also payable for absences taken for the following reasons:

- illness (with medical certificate)
- non-immunisation
- rostered days off
- rotating shift work

- temporary closure of a school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

The parent must provide supporting documentation to the Centre Director for any approved allowable absence day.

FUNDRAISING

The centre is involved from time to time in fund raising activities to assist with the purchase of equipment that our budget may not otherwise be able to meet. It is vital for us to have the support and co-operation of parents at these times so that the activities are successful. The more funds raised means a greater variety of equipment can be obtained for use by your child.

DROPPING OFF AND PICKING UP

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well being of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate and quality care at TSVC and Tweed OOSH Inc.

Dropping Off

Children must not be brought into the centre before 7.30 am during the Vacation Care program. No children are to be left unattended at the centre outside operation hours.

On arrival the person bringing in the child is responsible to sign the child 'in' on the attendance sheets next to the child's name indicating time of arrival. Children are not permitted to sign themselves in.

TSVC and Tweed OOSH Inc.'s duty of care commences once the child is signed 'in' by an adult or authorised person.

It is the parent's responsibility to ensure that their child/ren are accompanied on their arrival at the centre. ***TSVC and Tweed OOSH Inc. reserves the right not to accept any child who arrives at the centre unaccompanied by an adult or authorised person.***

Any points of information, questions or concerns, such as any particular requirements for the day or any changes to whom will collect your child, can be recorded in the 'Messages from Parents to Carers' sheet, located at the parent information desk. Should a child require medication of any kind, parents **must** verbally inform a staff member then complete and sign a 'Medication Form'. This form will be provided by the TSVC and Tweed OOSH Inc. staff member. The staff member will then arrange appropriate storage of any medication that is required to be administered.

Parents are encouraged to communicate any special needs relating to the care of their child with centre staff.

It is requested that the person dropping off the child ensure that a staff member is aware of the child's presence before leaving the centre. Staff will always attempt to greet parents and children at TSVC and Tweed OOSH Inc. on arrival and it is expected that the same courtesies are supported and encouraged by families.

Picking up of children

Each child must be collected by the closing time of TSVC and Tweed OOSH Inc. at 6.00 pm (6.30 pm DST)

Parents are to sign their children 'out' on leaving in the afternoon, on the attendance sheets next to the child's name, indicating time of departure. Children are not permitted to sign themselves 'out'.

TSVC and Tweed OOSH Inc.'s duty of care ceases when a child is signed 'out' by an adult or authorised person.

It is requested that the person collecting the child from the centre ensure that a staff member is aware that they are taking the child from the centre. Staff will always attempt to farewell parents and children at TSVC and Tweed OOSH Inc. and it is expected that the same courtesies are supported and encouraged by families.

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

Older siblings are only to collect your child after prior arrangement with the Centre Director. Parents are asked not to sit outside in their cars and send older siblings into TSVC and Tweed OOSH Inc. to collect children.

It is of the utmost importance that the Centre Director is informed if any person other than the parents or authorised person/s stated on the enrolment form is/are to collect the child prior to pick up. This change must be confirmed in writing and the person asked to bring identification. The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.

In the case of an emergency in which the parent or authorised person cannot collect the child, a telephone authority will be accepted from the parent. The parent will be required to indicate who will collect the child, give a description of the alternative arrangements and ask the indicated person to provide the centre with proof of identity eg licence or Medicare card.

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

Authority for children to leave TSVC and Tweed OOSH Inc. by themselves

As a general policy children are not permitted to leave TSVC and Tweed OOSH Inc. by themselves and must be collected by an adult or authorised person.

However, at TSVC and Tweed OOSH Inc. we understand that the time and occasion may arrive where an older child in Year 6 may request to start walking home from the centre in preparation for high school. As a parent it is your responsibility to discuss this need with the Centre Director so that a mutually agreeable arrangement can be decided upon.

Once an arrangement is clearly agreed upon a permission note will be provided that will outline the arrangement and clearly state a time that the centre's duty of care will cease. The parent is requested to read and sign this authority form and return it to the Centre Director prior to the commencement of any arrangement.

Children with permission to leave the centre by themselves will be signed out by the Centre Director or Centre Co-Ordinator at the agreed time. After this time TSVC and Tweed OOSH Inc. can not be held responsible for the care and welfare of the child.

Children may only leave the centre with prior notification and permission.

ABSENT CHILDREN

It is essential and the responsibility of the parent to advise the centre if your child will be absent on a day that they are booked into care. This can be done in writing, verbally by speaking to a staff member at the centre or by telephoning during centre operation hours. Messages may be left on center's answering machine outside operational hours.

CHANGING DAYS OF ATTENDANCE

If you wish to reduce the number of days per week your child/ren attends TSVC and Tweed OOSH Inc. you must notify the Centre Director. Cancellations received before 6.00 pm the previous day for After School Care and 10.00 am the previous day for Vacation Care will not be charged for. If you wish to increase the days your child/ren attend you will need to discuss this with the Centre Director. The Centre Director will inform you if a place is available to do so. If a place is not yet available your child/ren's name/s will be placed onto a waiting list.

PARKING/CAR ACCESS

Whilst picking up children from OOSH please drive into the parking area supplied in the school grounds and please park in the allocated areas. The speed limit whilst in school grounds is 5 kmph. Children must be accompanied at all times when in the car park area.

Please, always be aware of children when approaching the building in your car.

VACATION CARE

When dropping off or picking up children from Vacation Care there are markers in the driveway. You may drive up to the markers and park your car. You must never drive your car past the road markers.

NON SMOKING ENVIRONMENT

TSVC and Tweed OOSH Inc. is a non smoking area. It is the policy of the Department of Education that smoking is not allowed either inside the buildings or in the school grounds. Parents are required to comply.

COMPLAINTS AND GRIEVANCES

Parents / Families

We believe that parents have an important role in the centre and we value your comments. Should you ever have any concerns, questions, or queries in relation to the centre, staff, management, program or policies please feel free to talk to the Centre Director.

Complaints and grievances can be made both informally or formally to the Centre Director. If necessary, the Centre Director will make a time to discuss your concern so that both parties can address the issue to come to a resolution. Where the Centre Director is unable to resolve the matter, the Centre Director will invite the parent to voice their concern to the TSVC and Tweed OOSH Inc. Management Committee at the earliest convenience.

The TSVC and Tweed OOSH Inc. Management Committee and the Centre Director will discuss the issue and develop a strategy for resolving the problem.

A further meeting may then be arranged with the parent, Centre Director and representative/s from the Management Committee to either investigate the complaint further and/or resolve the problem. If any complaint can not be resolved internally, to the parent's satisfaction, external options will be offered such as an unbiased third party. Confidentiality will be maintained.

We are here to assist you in whatever way we can so that your child's stay at the centre will be happy and positive one.

Child

TSVC and Tweed OOSH value and respect the rights of children attending our services and value their feedback. If a child has cause for concern on any issue we encourage them to discuss their feelings with staff, management and/or their families.

Ideally most problems can be resolved at the source and in a timely manner. We encourage children to discuss their opinion with the person with whom they are disagreeing. If the child is not confident to do this or the other party is unwilling to co-operate the child should enlist the help of a staff member to mediate.

If the problem cannot be resolved in this manner the staff member would refer the child/ren to their co-ordinator who would then refer it to the Centre Director if required. Centre Management would then inform parents/carers of initial concern and outcome.

PARTICIPATION AND ACCESS

Staff will accept and value every parent and child regardless of race, cultural background, religion, sex, ability or sexual preference and perceived social status of parents. No discrimination will be made against any family. We aim to provide a caring and supportive environment where everyone feels welcome and valued.

Parents are encouraged to become involved with the centre by:

- becoming a management committee member;
- collecting craft materials;
- sharing skills, interests, traditions and customs;
- supporting fundraising activities;
- attending social events;
- offering assistance in working bees and other special events.

It is requested that a family representative attend the TSVC and Tweed OOSH Inc. Annual General Meeting. This meeting is held in September each year and is an opportunity for families to be actively involved in the operation of TSVC and Tweed OOSH Inc.

TSVC and Tweed OOSH Inc. relies on parent involvement and support for the continued success of the centre.

TWEED OOSH NEWSLETTER

Tweed OOSH Newsletter is a centre newsletter distributed once a term. Contributions are welcome from parents, committee members, staff and children.

PROGRAMMING

We aim to develop and implement a balanced program that is stimulating, interesting and exciting and that allows opportunities for children to play, explore and develop new skills and is appropriate to the developmental and leisure needs of all children. Our programs are also all about the children choosing the activities they want to be part of.

Our program reflects the cultural diversity of today's society and we aim to 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.

The program is to:

- promote the importance of play;
- reflect the cultural diversity of the local and wider community;
- consider all developmental areas;
- consider the age range of the children;

- consider the individual and group interests, needs, skills, talents and abilities;
- be balanced providing a range of indoor/outdoor activities, quiet/active times and areas, structured/unstructured activities;
- provide a variety of choice of activities for the children;
- be stimulating, interesting and exciting, to allow for opportunities to explore and develop new skills;
- each day's activities are displayed on the white board for parents/carers information;
- provide a variety of toys and equipment available to all children regardless of age or sex;
- foster children's independence and self help skills;
- foster friendships and encourage responsible behaviour among children;
- provide children with opportunities for self expression and self direction;
- provide an environment that will foster the child's self esteem;
- help children develop self discipline skills through positive example and direction;
- help children appreciate and care for each other and their surroundings;
- make the children feel welcomed and valued at TSVC and Tweed OOSH Inc.

Unstructured play experiences offered at TSVC and Tweed OOSH Inc. include constructive play, imaginative play, board games, computers, beading, painting, drawing, various craft activities, water play and the use of a variety of sporting equipment.

Parents are encouraged to incorporate their views, ideas and specific interests into the program.

Children are also encouraged to be actively involved in the planning, implementation and evaluation of the program through a consultation process. All children's opinions will be listened to and given serious consideration. Tweed OOSH has a Kids Committee, elected annually, who act as an information gathering resource. The Kids Committee collect ideas on menus, programs, equipment from the children and relay this information to staff. This information is then used in the evaluation and preparation of programs.

The program is evaluated on an ongoing basis to ensure it meets the needs of individual children and the families in the centre.

EXCURSIONS

Excursions are an integral part of our Vacation Care program. All excursions planned take into consideration the children's ages, capabilities and interests.

Details of excursions are provided on the Vacation Care activity program. Additional excursion costs apply.

Transport arrangements and further destination details for excursions are clearly stated on the program and attendance sheet, which must be signed prior to the excursion. No child will be taken out without the parent's written authorisation. TSVC and Tweed OOSH Inc. ensures that all excursions comply with transport legislation and regulations.

The staff/child ratios as outlined in the National Standards for Outside School Hours Care Centres will be met at all times. There will be a maximum of 8 children to 1 carer for excursions and 5 children to 1 carer for swimming.

Dams, rivers and beaches are avoided for swimming purposes because of the dangers they present. A special permission form is required for children who wish to swim on the excursion.

Bush walking excursions will only be undertaken in well known areas. Children and staff remain on well-defined pathways and tracks.

Staff ensure the following information and equipment is taken on an excursion:

- a list of all children on the excursion, with relevant personal details and parent contact numbers. (A list of children on excursions will also be left at the centre);
- fully stocked portable first aid kits
- spare drinking water
- a list of all relevant emergency contact numbers;
- a mobile phone.
- sunscreen

TSVC and Tweed OOSH Inc.'s emergency, accident, illness and medication, sun protection policies will be implemented on excursions as required.

VIDEOS, FILMS AND COMPUTER GAMES

At times videos, films and computer games are used as part of the program of activities after thoughtful consideration relating to the content and message of the video, film or game. Staff ensure all videos, films and computer games are suitable for the children's ages and where necessary parental permission has been given.

At TSVC and Tweed OOSH Inc. videos and films will only be viewed that have a G or PG rating. Videos and films will not be used as a daily activity.

Only computer games with an appropriate rating for the ages of the children attending the centre will be used.

From time to time staff record videos of the children involved in various activities; both in-centre and on excursion. These videos are used as records of our programs and are viewed by the children, staff and parents in-centre only.

BIRTHDAYS, NAME DAYS AND/OR ST DAYS

If you wish to celebrate your child's birthday, name day and/or St Days at TSVC and Tweed OOSH Inc., please bring a cake or other appropriate food for a celebration on the appropriate day. A celebration will be held at afternoon tea with the children at the centre.

FOOD AND NUTRITION

At TSVC and Tweed OOSH Inc. we aim to provide for children's nutritional needs and to foster good nutritional habits in the children. We incorporate foods from a variety of cultures into our menu and encourage children to try different foods. The menu is planned in accordance to The Australian Dietary Guidelines for Children and Adolescents endorsed by the National Health and Medical Research Council (1995). Food is only provided during After School Care and for selected activities during Vacation Care (please refer to Vacation Care Program).

Children are encouraged to sit while eating and to assist in the preparation and serving of meals and snacks. We aim to make our snack times a pleasant social occasion where children can relax, talk about their day and experience a variety of foods.

Where a child is restricted from eating a certain food because of health, family, cultural or religious reasons, the parents' wishes will be acknowledged and respected. Any child who has allergies to certain foods should have these allergies noted on his/her enrolment form and discussed with the Centre Director. The Centre Director may request that you provide further written information outlining your child's allergy and care requirements; this may include a letter from a medical practitioner and/or dietician. To assist meeting your child's needs, the Centre Director may also request that you provide certain foods for your child to have whilst in care. All efforts will be made to accommodate your child's needs.

Afternoon tea is provided each day at After School Care and a fruit platter during the Vacation Care program. A selection of fruits, sandwiches, and/or various foods prepared by staff and/or children is offered during OOSH. The majority of food will be from the five food groups (grains, cereals, fruit, vegetables, proteins and dairy) with sweets and treats available only occasionally.

Fresh drinking water is available at all times for children to drink.

High standards of hygiene will be maintained throughout all food preparation. Staff at TSVC and Tweed OOSH Inc. ensure all food is stored correctly and follow safe food handling procedures.

Children are encouraged to wash hands prior to eating and assisting with food preparation.

Additional snacks from home can also be packed in your child's bag. However, it is requested that glass bottles, cans, chocolate bars and lollies are not brought to the centre. Chewing gum is not permitted.

SUN PROTECTION

TSVC and Tweed OOSH Inc. actively encourages all children to follow safe sun protection practices, using hats and/or sunscreen.

A SPF30+ broad spectrum, water resistant sunscreen is provided and the children are able to apply it themselves or with staff assistance if needed. Where children have allergies or sensitivity to sunscreen, parents are asked to supply an alternative sunscreen, and the child is encouraged to play in sheltered areas.

During vacation care parents are encouraged to apply sunscreen to their child prior to attending the centre, and reminded to supply a suitable hat. Sunscreen is reapplied regularly throughout the day.

Children who do not have a hat at TSVC and Tweed OOSH Inc. must play in a sheltered area. Parents are also encouraged to reinforce this practice, in accordance with normal school practice.

Outdoor activities are held in shaded areas whenever possible. During the vacation care program activities are planned to avoid exposure to the sun where possible.

All staff model appropriate sun protection behaviour and enforce the sun protection policy. TSVC and Tweed OOSH Inc. do supply sun shirts for each child to wear whilst on beach and pool excursions.

MEDICATION

If a child is undergoing treatment and needs to take any medication while at TSVC and Tweed OOSH Inc., parents must advise staff, complete the appropriate 'Medication Form' and provide the following information:

- Name of medication
- Date, exact time and dosage to be administered
- Signature

Parents and staff are to ensure the details on the form are clear and clarify any questions. Authorisation from anyone other than the parents cannot be accepted.

Medication must be given directly to a TSVC and Tweed OOSH Inc. senior staff member and not left in the child's bag. Staff will store the medication in an appropriate designated place and ensure it is kept out of reach of children at all times.

Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date.

WE ARE UNABLE TO ADMINISTER OVER THE COUNTER MEDICATIONS E.G. PANADOL WITHOUT PRIOR WRITTEN AUTHORISATION BY ENROLLING PARENT.

If children are receiving medication at home or school but not at the centre, parents should inform the Centre Director of the nature of the medication, its purpose and of any side effects it may have so that staff can properly care for the child.

No medication can be given without parent permission.

ALLERGIES

Parents are asked to inform the Centre Director of any allergies at the time of enrolment. This information is to be recorded on the child's enrolment form.

If necessary and as required, the Centre Director will devise and negotiate a plan with parents as to reasonable steps which should be taken to avoid exposure to the known trigger/s of the allergy whilst the child is in care. Parents may be requested to provide an A4 size laminated poster with a current photograph of the child, the child's name and information detailing the allergy and/or allergies. This poster will be displayed at the centre so that all TSVC and Tweed OOSH Inc. staff can easily recognise the child and associated allergy and/or allergies. Parents may be asked to supply a letter from their medical practitioner explaining the effects if the child is exposed to whatever they are allergic to and to explain the ways staff can help the child if they do become exposed.

Medication will not be administered without prior instruction and consent from the parent. This written instruction and consent must be provided upon enrolment at TSVC and Tweed OOSH Inc. It is the parental responsibility to provide any medical equipment required for use at the centre.

If any child is known to have had an anaphylactic reaction/episode to any allergy it is imperative this is discussed with the Centre Director. The child should wear a medic alert bracelet at all times whilst in care. TSVC and Tweed OOSH Inc. staff cannot be expected nor compelled to administer an EPIPEN. Other management strategies should be explored. If the medical practitioner, parents and Centre Director agree that for the child's safety someone on site needs to be able to administer the EPIPEN, the following steps must occur:

- Provision by the doctor of a medical action plan
- Development of an individual health support plan
- Training for all staff in anaphylaxis prevention, recognition and management
- Training and accreditation of at least two TSVC and Tweed OOSH Inc. staff to use the EPIPEN (one trained person will need to be available at all times) where this has been agreed
- Completion of consent and indemnity forms by the parents as requested by the Centre Director.

If a food allergy exists, parents may wish to provide any particular diet if required. To assist us to meet your child's needs, the Centre Director may also request that you provide certain foods for your child to have whilst in care. All efforts will be made to accommodate your child's needs.

CHILD MANAGEMENT

We aim to provide an environment where all parents, staff and children feel safe, cared for and relaxed and that encourages co-operation and positive interactions between all persons.

TSVC and Tweed OOSH Inc. rules have been devised by children and staff and are displayed at the centre. TSVC and Tweed OOSH Inc. rules work in conjunction with the centre guidelines. We expect parents to be aware of these rules and guidelines and actively encourage their children to remember them whilst in care.

TSVC and Tweed OOSH Inc. rules are as follows:

1. We treat other people the way we would like to be treated ourselves.
2. We will act in a safe, considerate and co-operative manner.
3. We listen to and speak respectfully to each other and the TSVC and Tweed OOSH Inc. staff.
4. We stay within the TSVC and Tweed OOSH Inc. play spaces.

TSVC and Tweed OOSH Inc. cannot adequately care for a child or children who:

- Deliberately affect the safety and rights of other enrolled children and/or centre staff.
- Deliberately damage centre equipment, other children's and staff or school equipment.
- Continually ignore the centre rules and staff requests.

Under no circumstances will any child be subjected to, or threatened with corporal punishment, verbal abuse, solitary confinement or have food or any other basic needs withdrawn as part of a consequence. Staff will only use time out for short periods, where children are encouraged to sit and think and/or calm down. Staff will follow up any time out situation by discussing the situation with the child and working together on better solutions for future and alternate behaviour.

Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements. Children will be given opportunities that enable them to be responsible for their own behaviour through the development of problem solving skills and conflict resolution skills. Children will be encouraged to seek support when necessary.

Consistent unacceptable behaviour

Where a child demonstrates consistent unacceptable behaviour the staff will:

- Ensure the child is aware of the rules and what is appropriate behaviour whilst at the centre.
- Give the child simple rule reminders and/or a simple direction
- If the behaviour continues staff will redirect the child and as required take the child aside for a discussion with reference to the centre rules and guidelines. Consequences may be applied for deliberate, consistent and/or repeated behaviour/s. All consequences shall be relevant to the individual and not demeaning to the child.
- At staff discretion he/she will document the behaviour in a confidential manner, indicating what happened before and after the incident, time, date and who was involved.
- If the behaviour re-occurs, the Centre Director is advised and further discussion with the child takes place.

- Parent/s will be advised verbally and/or in writing of the child's behaviour by the Centre Director. This letter will outline the overall expectations for the child whilst attending care and request the parent discuss the behaviour/s of concern with the child.
- If behaviour difficulties persist, and staff are unable to affect positive change, the parent is re-advised of the child's behaviour verbally and in writing by the Centre Director and a representative from the Management Committee. It will detail the behaviour/s of concern. This letter will also request a meeting time to discuss the matter further with the parent.
- The parent is to meet with the Centre Director at a mutually agreeable time. A Management Committee Member may be invited to attend this meeting to discuss the behaviour/s of concern and overall expectations whilst the child is in care in accordance with the TSVC and Tweed OOSH Inc. Child Management Policy. Intervention and behaviour management strategies are to be mutually decided upon, and discussed with the child as necessary and appropriate. A trial period of one week may be recommended, during which the child's behaviour will be monitored.
- If as a parent you choose not to meet with the Centre Director and no plan of action is mutually agreed upon, your child's place at TSVC and Tweed OOSH Inc. may be forfeited. The meeting is aimed to enable staff and parents to work in partnership to find a resolution and to support and act in the best interests of the child.
- Should the unacceptable behaviour continue, a period of exclusion from care will be

The overall expectation is that TSVC and Tweed OOSH Inc. rules and guidelines will be met by all children.

implemented. Alternative child care arrangements will need to be made by the parent whilst the child is excluded. Expulsion may be an option.

- At the end of a period of exclusion, it is the parent's responsibility to contact the Centre Director to discuss a re-entry agreement and overall expectations for the child whilst in care.
- If unacceptable behaviour continues the child will forfeit his/her place at the centre. Parents will be informed both verbally and in writing of the decision.

In usual circumstances the above steps will be followed sequentially. The Centre Director and Management Committee retain the discretion to move to any step considered appropriate where a child's behaviour constitutes a risk to other children, staff or to him or herself.

TSVC and Tweed OOSH Inc. staff will maintain a confidential report, where particulars regarding serious behavioural incidents will be recorded. Parents may access this information by appointment with the Centre Director for discussion. At times and at the discretion of the Centre Director, other documentation methods may be up in place, with the aim to maintain an ongoing record of behaviour to positively support and assist the implementation of a change in the behaviour.

If any parent has concerns about the behaviour of their child or another child, or the interaction between any children, these concerns must be raised with the Centre Director. Under no circumstances is any parent to approach the child/ren concerned or their parents.

Immediate Suspension

Where a child deliberately injures, or deliberately engages in behaviour that could easily result in injury to another child, the Centre Director reserves the right to immediately suspend the child concerned.

Any incident outlined below will result in immediate suspension. Parents will be contacted as soon as possible and requested to arrange collection of their child immediately.

- Threats to self, other children, or staff with an object used as a weapon.
- Use of an object as a weapon, causing harm to a child or staff member.
- Attack on another child that is considered dangerous/harmful.
- Attack on staff member/s is considered dangerous/harmful.
- Serious and deliberate vandalism/damage to property of other children, staff TSVC and Tweed OOSH Inc., and/or the school.
- Extreme display of anger towards staff and/or children accompanied by abusive language.

If after the subsequent return to the centre, the behaviour reoccurs, the child will forfeit his/her place.

It is important to note the TSVC and Tweed OOSH Inc. adheres to the Voluntary Code of Practice for Out of School Hours Care Services (1993) and where, in the interest of the child and other children at the centre; long-term and/or permanent exclusion is seen as the only step to be taken it will only occur after:

- ***Adequate support and counselling***
- ***Parents have been notified and given the opportunity to discuss their child's behaviour***
- ***Parents have been referred to other agencies, where necessary***
- ***Careful consideration has been given to the problem by staff and management.***

TSVC AND TWEED OOSH INC. PLAY AREAS

TSVC and Tweed OOSH Inc. boundaries, inside and out, are defined and reinforced by staff for the maintenance of appropriate supervision. These boundaries are displayed at TSVC and Tweed OOSH Inc. and are referred to in the TSVC and Tweed OOSH Inc. rules. Parents should assist by reinforcing the importance of staying within the boundaries.

CHILD PROTECTION

TSVC and Tweed OOSH Inc. is firmly committed to the belief that children have the right to feel safe at all times.

TSVC and Tweed OOSH Inc. staff have a duty of care to ensure the safety, welfare and well being of the children in their care. The welfare of all children at the centre is of paramount importance.

The Management Committee and staff consider child protection is a community responsibility and as a child care service, incorporate these responsibilities in the operation of TSVC and Tweed OOSH Inc. Staff and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our centre will carry out responsibilities of mandatory reporters as indicated under The Children and Young Persons (Care and Protection) Act 1998. This legislation involves following the procedures as outlined by the NSW Department of Community Services Interagency Guidelines - Child Protection 2006 and “Keep Them Safe” The Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009.

EMERGENCY PROCEDURES

We aim to provide an environment that provides for the safety and well being of all at the centre at all times. All children and staff will be aware of, and practised in, emergency and evacuation procedures. The emergency evacuation procedure will be practised at least once per term, in all types of care; after school and vacation care.

The Emergency Evacuation Procedures are clearly displayed at TSVC and Tweed OOSH Inc. at the main entrance. It is requested that you take the time to read through the procedures and discuss the steps with your child/ren. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately enforced by those at the centre.

TSVC and Tweed OOSH Inc. is equipped with fire extinguishers that are maintained in accordance with Australian Standard 2444 and TSVC and Tweed OOSH Inc. staff are instructed in their operation. In relation to fire safety TSVC and Tweed OOSH Inc. also has installed smoke detectors and a fire blanket.

HARASSMENT AND THREATS OF VIOLENCE

If a person known or unknown to the service harasses or makes threats to children or staff at the centre or on an excursion, staff will:

- Calmly ask them to leave the centre or the vicinity of the children
- Be firm and clear and remember their primary duty is to the children in care
- If they refuse to leave, it may be necessary to call the police to remove them
- If they still do not leave, call the police
- If the Centre Director is unable to make the call another staff member should be directed to do so
- Where possible staff will calmly direct the children away from the person
- No staff member will attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as possible and wait for the police
- Staff should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the TSVC and Tweed OOSH Inc./ school area.

PRIVACY POLICY

It is vital that the following information on all children and families using the TSVC and Tweed OOSH Inc . After School Care service be collected, updated regularly and kept on file for use by the staff and management of TSVC and Tweed OOSH Inc.

Although the Director is responsible for collection of families and children's history it may be required that a staff member may be asked to collect the information.

Information that you may need to provide includes:

- Your home address.
- Your mobile phone or pager number.
- Your work phone number.
- Any emergency contact persons details.

All staff and management committee members are required to sign an agreement of confidentiality.