



Merinda Park Learning & Community Centre Inc

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Melways Ref. 129 F8

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2010 Out of School Hours Care Handbook

- ◆ Before School Care
- ◆ After School Care
- ◆ Vacation Care
- ◆ Curriculum day care

Main Office Ph: 5996 9056

Childcare Room Ph: 5996 9878 (Before 9am & after
4:15pm only)

After Hours Mobile 0403 062 553

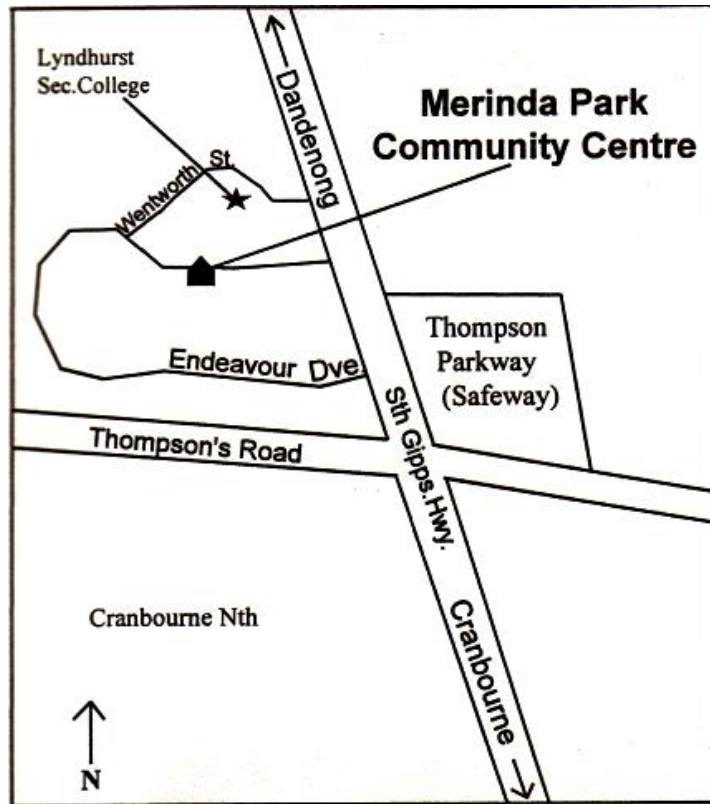
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Merinda Park Learning and Community Centre
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Welcome to Merinda Park Learning & Community Centre Inc, Out of School Hours Care Program.

This handbook has been created as a guide for families using our service.

Our Out of School Hours Care Program aims to provide a safe, secure and stimulating environment for children at the highest possible standard.

Please read this handbook and keep for your reference. The Co-ordinator is available to answer any queries or questions you may have.

We hope your child/ren enjoy their time with us.

Philosophy

To provide childcare which is community based, flexible & meets the needs of all children cared for in a creative, stimulating, safe & secure environment, in before & after school & during school holidays.

Objectives

- The philosophy is implemented by the following objectives:
- To offer flexible program that responds to the care and recreational needs of all children
- To provide an environment for all children that;
 - Is both safe and challenging for all children, and
 - Fosters all children's individuality, recognises individual needs and promotes the physical health and well being of all children.
- To ensure that the program accurately reflects the needs of all children and families/caregivers by;
 - Acknowledging the importance of families/caregivers contributions to the program,
 - Encouraging comments and feedback from all families/caregivers, and
 - Acknowledging and being aware of the cultural background of families/caregivers.
- To meet the National & Quality Assurance Standards for Out of School Hours Care and Children's Services Regulations.

1. Introduction

The Out of School Hours Program is a not for profit service to Primary School age children attending Primary Schools in our area. The Out of School Hours Program at MPLCC was established in April 1994 and has been built up to the successful program that it is today.

1.1 Services Provided

Outside School Hours Care Quality Assurance (OSHCQA) aims to provide school age children in Out of School Hours care throughout Australia, with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective of OSHCQA is to ensure that children in outside school hours care have stimulating, positive experiences and interactions that foster their self esteem and confidence. It is the first quality assurance program for outside school hour care services in the world to be linked to child care funding (CCB).

Merinda Park Learning Community Centre is an accredited program for Before and After School. Programs are funded by the Commonwealth Government to provide Childcare Benefits to families.

Part of the QA process is to involve families/caregivers and children in surveys, evaluations and formal and informal meetings to provide feedback to the Centre with regards to the service.

The Childcare Benefit (CCB) is accessible for all families, as the programs at this service are funded by the Commonwealth Government and registered with the Department of Family & Community Services.

1.2 Management

According to our constitution, a 12 member Committee of Management is elected at our Annual General Meeting. All members are elected for a 2 year period.

All participants of MPLCC are encouraged and invited to become financial members. The Annual Membership fee is \$5 per person, per year.

1.3 Co-ordination

The Co-ordinator is responsible in conjunction with the Manager for the day-to-day management of the service. Some of these responsibilities include:

- Supervision of staff & children
- Record keeping
- Program planning
- Marketing & promotion
- Evaluation of the program
- Liaison with families

1.4 Confidentiality

Staff are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding staff, children or families/caregivers.

1.5 Communication

Communication is a vital part of providing a quality service to families/caregivers. The Co-Ordinator is available most days to discuss any issues or concerns you may have however due to staffing ratios it may be necessary to make an appointment.

1.6 Policies and Procedures

MPLCC is committed to providing quality services driven by the policies and procedures which have been developed or reviewed with parent, children and/or staff involvement then adopted by the Committee of Management. They clearly state what the service will provide and how it will be provided. These policies are kept in a folder in the Co-Ordinators office and are available to families/caregivers on request. Policies and procedures are developed in accordance with the National & Quality Assurance Standard for Out of School Hours Care and Children's Services Regulations and are reviewed every 3 years or as required. Policies requiring review will be placed at the sign in sheets for parent comment.

2. Service Information

2.1 Operation Times

Program operating times for the Out of School Hours Care Program are:

Before School Care 6.30 am – 9.00 am

After School Care 3.00 pm – 6.00 pm

Vacation Care / Curriculum Days 6.30 am – 6.00 pm

Breakfast is provided before 8.00am during Before School & Vacation Care.

2.2 Fee Structure

The Out of School Care Program operates on a not for profit basis. Surplus will be expended on equipment & resources for the children's programs, minor upgrades and Service improvements, as specified by the Committee of Management.

Fees are set to cover the cost of the program and to meet the projected budget for the service. They are subject to change.

Fees are charged on a per session basis, per child. Fees are charged to all booked sessions.

Attendances are entered onto the computer the following week for the previous week attendances to calculate the fees payable.

Statements are mailed out to parents on a fortnightly basis. Fees can be paid weekly or fortnightly to the Administration Office or can be placed in a sealed envelope and left securely in the safe in the childcare room after office hours.

Fees can be paid by cash, cheque, EFTPOS or credit card over the phone. You will be issued with a receipt during office hours 8.30am – 4.15pm Monday - Friday. (If you pay your account outside of office hours, change will not be given at that time)

Fees can be paid directly into the Bank. See staff or your invoice for bank details.

*Payment plans can be negotiated with the Manager, if financial difficulties occur

*Unpaid accounts are placed in the hands of a debt collector

*Children will NOT be accepted back into the program until all accounts are settled. If your account continues to be over \$200 administration will contact you to have the account paid. If payment is not received by an agreed date, the Centre will withdraw your child from care until the account total is under \$200.00.

All unpaid fees will be placed in the hands of the debt collector - Prushka

2.3 Fees

Full fees are costed per session.

	Permanent Booking Fees	Casual Booking Fees
Before School Care	\$11.00 (max before CCB rebate)	\$12.00 (max before CCB Rebate)
After School Care	\$11.50 (max before CCB rebate)	\$12.50 (max before CCB Rebate)
Vacation Care	\$28.00 (max before CCB rebate)	
Curriculum Days	\$28.00(max before CCB rebate)	

Early School Finishes Fees

If school finishes at 1.00 pm or 1.30 pm the fee is \$17.50 per child (less CCB)

If school finishes at 2.00 pm or 2.30 pm the fee is \$13.50 per child (less CCB)
(These fees include the normal after school fee of \$11.50 per child)

Non Attendance

If your child is unable to attend any session and we do not receive more than 24 hours notice, you will be charged the full fee for the session. If you notify MPLCC more than 24 hours in advance that your child will not be attending a session, you will be charged half the normal fee. (see also Non reported absences for additional fees where we have to search for a child)

Curriculum Day

Curriculum Day Care is charged at the Vacation Care rate. If MPLCC cannot provide care due to lack of demand, children from the school with a Curriculum Day, will not be charged. However, if care is available and families/caregivers of children normally booked, opt not to take up care on a Curriculum Day, a half fee will be charged for their normal bookings.

Public Holidays

Children who would normally be booked in on a day that falls on a public holiday; accounts will be charged accordingly either for Before School or After School Care or both. Public holidays are included in the initial 42 absence days if the service would have normally provided care to the absent child on the public holiday, and if fees have been charged in respect of the absent child for the day.

Vacation Care

Vacation Care fees are payable in full, including all excursions/incursions when booking in forms are returned to confirm placement. All outstanding Out of School Hours fees need to be paid in full before booking in for Vacation Care.

Absences during Vacation Care / Curriculum Day will be included as part of the initial absences.

All Vacation Care fees must be finalised before commencement of the program

Staff are rostered to meet the required ratio of children attending. The cost of excursions and special activities (incursions) is in addition to the daily fees. Children attending excursions must have the appropriate permission form signed. **No refunds are given for excursions booked and not attended. No care is available at the Centre when there is an excursion.**

Initial Absences

Each child is eligible to receive CCB for an initial 42 absence days per financial year. These absences can be used for any reason, provided care would otherwise have been provided on the absence day. No evidence of the absence circumstance is required for the initial 42 absence days.

If a child has already used their initial 42 days absence, no further absences should be reported, unless those absences are Additional Absences.

Additional Absences

Once a child has used all their initial 42 absence days, additional absences will require supporting documentation such as:

- A medical certificate
- Parent's rotating shift or rostered day off
- Shared custody arrangements.

There is no limit on the number of additional absences, provided relevant supporting documentation is produced.

Cancellation of Service

If you are cancelling your child/rens care permanently it must be in writing and handed to the Co-Ordinator. If you don't notify the service of your intended cancellation of care the day before your last day of attendance, fees will not attract CCB. If you give the Centre 48hours or more notice of cancellation of care, no additional days will be charged.

Shared Care

Where a child is cared for separately by both parents and one parent does not require care, a holding fee will apply for those days of unused care.

This applies where the child is booked in on a permanent basis. It will be the responsibility of the parent who has care booked to pay the holding fees. The holding fee is \$5.00 per session per day.

Parents whose care may alter each week determined by: eg work roster, can pay a holding fee to reserve all days of the week in their name. These days that attract a holding fee are classified as an absence with FAO. Each child is allowed 42 absences per financial year (July-June) without proof. Any type of absences after the 42 used will require documented proof to attract CCB off fees.

2.4 Late Collection Fee

All children are to be collected from the program no later than 6.00pm.

There is no provision for child/ren to be picked up after 6.00pm, which is the time that the staff finish work. If staff are put in a position where a child is not collected by 6.00pm, a late fee of \$1 per minute per child for the first 10 minutes and thereafter \$4.00 per minute per child, will be charged up to 2 hour. Staff will endeavour to contact the families/caregivers or emergency person nominated. If no contact can be made with the families/caregivers or emergency person nominated, the following procedure will occur:

- If we are unable to contact either emergency contacts or parent/guardian, the child will be cared for at the Centre for up to 2 hours. After this time the Children's Services Protection Service will be notified and the child will then be placed in the care of an authorised caregiver.
- A contact number will be left on the door of the Centre for you to contact the caregiver. You will need identification to collect your child. Police will be notified.

OSHC direct telephone number is: 5996 9878

Late fees do not attract CCB Rebate & is the full responsibility of the parent/caregiver to pay.

2.5 Non Reported Absences

Parents/caregivers who fail to notify the Centre when a child is not going to be attending Merinda Park Learning and Community Centre will be charged a fee to cover the costs of calls and time involved trying to locate the child.

The first time parents neglect to contact the Centre to inform us of a child's non attendance we will give you a reminder of how important it is to contact us of which there will be no fees attached. However, if you fail to give notice again a fee of \$10.00 will be added to your account, should this occur again then the fee will be increased \$5.00 every time thereafter. This fee does not attract CCB.

3. Enrolment

3.1 Information

Merinda Park Learning & Community Centre, Inc., offers a non discriminative approach programming which is inclusive of all children. Consideration is given to factors such as cultural, ethnicity, language, gender and ability when planning the children's program. The program responds to individual needs, interests and requests by providing a range of activities for all children attending the service. *We encourage families to visit the Centre to meet with staff and see the program before enrolment/commencement.*

3.2 Forms

An enrolment form must be filled out before your child can attend the OHS Program. No child will be accepted unless an enrolment form is completed. Booking will only be accepted with an original enrolment form, **faxed forms are not accepted**. A new enrolment form must be completed each year.

- These forms are available from the OSHC Program Office & Administration Office,
- All sections must be completed and signed,
- Please ensure that your emergency contact is reliable,
- Please designate who is able to pick up your child,
- All medical and behavioural information must be placed on the form,
- Parents must inform the program of any changes of contact numbers and address,
- If you have sole custody of a child a copy of the court order is to be kept on file in a lockable file
- Immunisation Evidence: We need to see the original document of either:
 - Health Centre Record Book
 - Or
 - Immunisation Registry Document (Their contact phone number is 1800 653 809) Medicare Australia or online at www.medicareaustralia.gov.au
- Action Plan if your child/ren have Asthma, Epilepsy or Anaphylaxis

We have a registered number of places for each program. Once maximum enrolments are received, any further applications are placed on a waiting list and contacted by the Co-ordinator when a place becomes available.

3.3 Signing In Book

- All children must be signed in and out on the attendance sheets; for Before & After School Care, as well as Vacation Care with the time and signature of the responsible person or parent/caregiver.
- Staff will mark the roll with the time your child leaves for school and arrives at the Centre in the afternoon; you are required to sign these times for Before & After School Care.
- Please notify staff if your child is not coming on a designated attendance day.
- Your child's attendance is taken from the enrolment form
- Casual attendance requires the parent to inform the Centre when your child is attending, only if a place is available
- Staff will not allow a child to leave the Centre unless they are with a nominated person. Children will NOT be sent home alone.
- The Bus has a copy of the attendance sheets to ensure children are collected
- If a parent/caregiver sends an unauthorised person to collect a child, a letter of authority or a phone call, is required. A licence or appropriate identification must be sighted and be over the age of **18**.
- **If your child's name is highlighted on the attendance sheet, this requires a parent/caregiver to speak to staff.**

3.4 Attendance by Prep Children

The OSHC Program ensures that all prep children complete a successful transition into the program. A staff member will collect the prep child/ren attending the program from their classroom each day until they are settled in and able to find their own way to the collection point. A staff member will assist the integration of a prep child into all aspects of an OSHC program.

3.5 Evaluation

We believe continual assessment and evaluation of the program by the Co-ordinator, staff, parents and children is an integral part of program planning. In order to facilitate this belief, the program will undertake various surveys throughout the year in order to gain information for future planning. Children, parents /caregiver and staff will be surveyed to ensure the program offered reflects both children and parental needs and interests.

A variety of survey techniques will be used with the children which may include formal discussion, younger children drawing what they like in the program, written surveys, and children's interest checklists.

4. Child Care Benefit (CCB)

4.1 Information

Child Care Benefit is a payment made to families to assist with the costs of childcare. Child Care Benefit for approved care can be received as a reduced fee through the approved child care service. MPLCC is an approved service.

For more information and to find out if you are eligible, you need to contact the Family Assistance Office.

Parents/caregivers must register with the Family Assistance Office that they are attending a childcare service by:-

- phone 13 6150
- internet www.familyassist.gov.au
- or in person.

The parent who is registered with FAO must supply MPLCC with their Parent/Caregiver CRN & the child's CRN to enable the Centre to claim their CCB against their account.

4.2 Priority Of Access

Enrolments are accepted in line with the Commonwealth Government priority of access guidelines. These guidelines are referred to when a service has a large waiting list and a number of parents/care givers competing for a limited number of vacant places.

These are:

- First Priority: Children at risk of serious abuse or neglect
- Second Priority: Children of workforce participants, where a single parent/caregiver or both parents/caregiver are employed, seeking employment or studying/training for future employment. Children or parents/caregivers with continuing disability or incapacity.
- Third Priority: Any other child

Within each priority mentioned above, further priorities exist in each category. A copy of this is available from the Co-ordinator.

5. Transport

5.1 Bus Transport

All children are transported to and from school in our community bus. All children are required to wear seat belts. The driver travels with a mobile phone. The bus takes approximately 1 hour to complete the return run to all schools:

Rangebank Primary School

Courtenay Gardens Primary School

Mornings - The first bus trip leaves the Centre at 8.30 am to Courtenay Gardens.

In the case of unforeseen circumstances (if the Centre bus breaks down) or if the number of children exceed the positions available on the bus for one trip, if parents sign the consent their child/ren may be taken to school in a staff member's car who has full comprehensive insurance, working with children check and full licence.

5.2 Pick up points

We have designated meeting points for each school:

Rangebank PS (1st trip): – Junior basketball playground leading into Teachers car park, with a MPLCC staff member

Rangebank PS (2nd trip): – if required, Prep playground, wait with staff member

Courtney Gardens PS: - Small gate leading to Administration Office, if 2nd trip required, children wait with MPLCC staff member

St. Therese's PS: - Canteen area

There is a procedure that staff follow if your child misses the bus.

School runs are determined according to the demand of the school community's needs.

There is a behaviour policy for the bus. All who travel on the bus are asked to remember that they are representing MPLCC.

These locations may change at times depending on availability of space at each school. Children will be notified in advance if arrangements change.

5.3 Code of Conduct On The Bus

Staff discuss limits with children each term. Please ensure your child/ren are aware of these limits.

- Be aware of the safety for everyone, when getting on and off the bus

- Do not distract the driver
- When getting on the bus walk to the back of the bus and find an empty seat.
- Place your seat belt on
 - Ask for help if needed
- No food to be eaten on the bus
- No drinking on the bus unless told otherwise by staff.
- Behave so that the journey is enjoyable for all
 - No jumping
 - No bad language
 - No yelling
 - No fighting
- Don't take off your seat belt until the bus has stopped and a staff member has opened the side door.
- Please look after our bus

Children must be at pick up points promptly.

Enjoy your ride in a safe and responsible manner

6. Staffing and Qualifications

6.1 Staffing:

The Regulations state that the staff ratio is:

1 – 30 children – two staff of which 1 staff holds a Diploma of Children's Services

30 – 45 children – three staff of which 2 staff hold a Diploma of Children's Services

45 – 60 children – four staff of which 2 staff hold a Diploma of Children's Services

Excursions: 1 staff member to 8 children } These are based on the

Swimming: 1 staff member to 5 children } National Standards.

6.2 Qualifications:

Our staff have the following qualifications:

Diploma in Children's Services - Athena Jones, Kathryn Bellis, Michelle Lang, Kristy Merritt, Sandra Palmer, Queenie Tirado, Rosa Silva.

Certificate 3 in Children's Services-Tracee Howell, Hayley Robinson, Zeinab El-Cheik.

Studying Cert III in Children's Services-Reigan Reed, Rosemary Abrey, Peter Sjaardema (Vac Care)

Studying teaching-Christian Parsell, Melissa Gilchrist (Vac Care), Brendan McCarthy (Vac Care)

All staff have opportunities to attend professional development. All senior staff have obtained their Food Handling Level 1 Certificate and many staff have also obtained Certificate III & IV in Disability Work.

As Merinda Park Learning and Community Centre is a training and learning Centre, we take pride in training students within our Out of School Hours Care program under the supervision of our qualified staff.

7 Health & Safety

7.1 Accidents / Illness / Incidents / Anaphylaxis

Our Senior staff are all qualified in First Aid. Good practice with regards to the administration of medication is essential to ensure that the appropriate dose of medicines is administered to the child. Medication includes all prescription and over the counter drugs. (refer Medication Policy)

In order to ensure that the interests of the staff, children & parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/caregiver/approved person.

- If your child is ill or injured, the appropriate staff member will administer first aid.
- A staff member will fill out an accident/incident report stating time, injury and first aid administered. Parents/caregiver will be notified and the accident report will require the parent/caregiver or approved person's signature.
- If your child becomes ill whilst in our care, the parent/caregiver or approved person will be contacted to make arrangements to have the child taken home. The staff will make the child as comfortable as possible while they are waiting for the parent/caregiver. If you are unable to be contacted, we will notify your emergency contact person.
- If your child is asthmatic, we must have an asthma plan from your doctor on file.
- Medication will only be issued from their original containers with the label intact. Medication must have the prescription label attached with the Doctors and child's name and correct dosage for administration. All medications must be handed to staff and a consent form filled out and signed. All medication will be administered in accordance with the National Standards of Outside School Hours Care (June 1995) – National Childcare Accreditation Council.
- An ambulance will be called in case of extreme illness or accident.
- PLEASE DO NOT SEND A CHILD WHO IS ILL.

7.1a ANAPHYLAXIS POLICY

Parents/guardians of a child at risk of anaphylaxis shall:

- Inform staff, either on enrolment or on diagnosis, of their child's allergies.
- Provide staff with an anaphylaxis action plan and written consent to use the EpiPen in line with this action plan.
- Provide staff with a complete EpiPen kit.
- Regularly check the EpiPen expiry date.
- Assist staff by offering information and answering any questions regarding their child's allergies.
- Notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child.
- Comply with the Centre's policy that no child who has been prescribed an EpiPen is permitted to attend the service or its programs without that EpiPen.

7.2 Asthma

Asthma is a chronic health condition affecting 1 in 6 children. It is a major cause for childhood admission to hospital and the most common cause of school absenteeism. While an average of four people die in Victoria each week from asthma, many of these deaths are preventable. Community education and correct management will assist to minimize the impact of asthma.

It is generally accepted that children under the age of 6 do not have the skills and ability to recognize and manage their own asthma effectively. With this in mind, Merinda Park Learning and Community Centre recognizes the need to educate its' staff and parents/carers about asthma and to promote responsible asthma management strategies

If your child is asthmatic, we must have an asthma plan from your doctor on file.

7.3 Infectious Diseases

The Out of School Hours Care Program policy on infectious diseases outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. MPLCC will ensure that the policy is practiced. The OSHC program will practice correct hygiene and follow requirements from State & Commonwealth legislation.

MPLCC will ensure that parents/caregivers/approved persons will be notified of any infectious disease present at the Centre. Children will be excluded from the OSHC program in accordance with appropriate legislation.

7.4 Clothing / Equipment

Please ensure your child is clothed properly, especially on excursions including suitable footwear. NO THONGS or SLIP ON SANDALS, i.e. footwear must have a strap at the heel. A waterproof jacket is required for winter. Please put your child's name on all items. All

items left at the end of term are sent to charity organisations. Uniforms are sent to appropriate schools.

Children must not wear singlets, tank tops, or backless tops while in care. Children who don't have hats will be required to stay indoors or under shade outdoors.

7.5 Sunsmart Policy

Our Sunsmart Policy has been developed to ensure that all children attending MPLCC are protected from skin damage caused by the harmful ultraviolet radiation (UV) rays of the sun as advised by the Cancer Council of Victoria. The policy is effective between September and April including excursions but is advised to be implemented all year round. Children without a hat on excursion days will not be allowed to attend the excursion. We encourage Parents/Caregivers to supply Sunscreen SPF30+ as well, to ensure complete protection of your child/ren's skin during Sept-April inclusive.

MPLCC requires children to wear hats that protect their face, neck and ears whenever they are outside, i.e. legionnaire or broad-rimmed hats. Children are encouraged to wear their own hats.

7.6 Head Lice Policy

A child found to have live lice will be separated from other children and asked to wear a hat on their head to prevent the spreading of the lice. The parents will be notified immediately and asked to collect their child and begin treatment.

A child found to have eggs will be asked to wear a hat in case of eggs hatching which will ensure prevention of spreading to others. Parents will be notified of this procedure with the recommendation of collecting their child to begin treatment.

Whether eggs or live lice are detected the child's head will be also sprayed with tea tree oil and water. If other children request they will have their heads sprayed also. (if you do not wish your child's head to be sprayed please contact us.)

A sign notifying parents/families that there has been a case of head lice detected will be placed on the attendance sheets.

8 Food

OSHC provides a health-promoting environment, which gives an opportunity for children to experience healthy eating & physical activity during the program.

8.1 Lunches / Snacks

- Children are provided with breakfast before 8.00am, which consists of cereal, toast, milk and water. Children are encouraged in planning a healthy afternoon tea/snack eg: sandwiches, salads, soup, with fresh fruit/vegetable offered as an alternative. Water is always available inside and outside.
- Parents/caregivers are asked to supply any other dietary needs or requirement, e.g. soya milk
- Children must bring **a healthy morning tea, lunch and water** in a refillable container with them during Vacation Care & Curriculum Day Care
- Special lunches will be provided at a minimal cost on special days.
- Due to staffing issues, we are unable to heat children's lunches such as noodles, soup, pies, etc.

8.2 Food Handling

As a registered food-handling organisation, we require parents/caregivers to advise us before they bring in any food to be shared amongst the children. Any cooking done with the children will follow the appropriate food handling regulations. We have a registered Class A food handling facility and must meet required standards/practices. This is a requirement of the Department of Human Services and City of Casey.

9 Activities / Program

Children are encouraged to discuss activities & plan their program together with staff. These ideas are then given to the Co-Ordinator & Senior staff to implement along with other activities into the program during a fortnightly staff meeting.

Children are given opportunities to modify their program to meet their individual needs, interests & abilities throughout the fortnight.

Each day the opportunities for free play, craft, sports, board games, playground, activity colouring sheets, computer games, T.V., reading, homework and quiet time will be made available.

Equipment such as sporting, board games, art and craft are to be shared, used properly and returned. If deliberate damage or loss of equipment occurs, the family of the child responsible will be required to replace them.

A copy of the fortnightly program is displayed in the bag room on entrance to the childcare room. During Vacation Care the program is located on the noticeboard above the sign in book in the main hall.

9.1 Program Procedure

The OSHC Program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program, which will respond to children, parents/caregivers and staff needs.

Within the children's program, the service provides learning experiences that expose children to many different and varied subjects. Special events such as celebrations, video and fancy dress days are also undertaken.

All staffing arrangements are made within the recommended National Standards staff child ratios.

Children and parents are given the opportunity to evaluate their programs through surveys and feedback to staff.

Daily Routines: A Brief Overview

9.2 Before School Care

6.30am	Open.
6.30am – 8.00am	Children arrive at the program and make their own healthy breakfast
6.30am – 7.45am	Children participate in a variety of activities
7.45am – 8.00am	Children finish activities & commence packing up
8.00am – 8.30am	Children participate in Gross Motor activities & outdoor play – weather permitting (Skipping, poison ball)
8.30am onwards	Depart to schools

9.3 After School Care

Open. Staff arrive and prepare afternoon tea and set up daily activities, start to collect children from schools

3.15pm – 3.30pm	Children begin arriving
3.30pm – 4.00pm	Children initialled in by staff. Bags are put away and children have free play
3.45pm – 4.00pm	Afternoon tea is served
4.15pm – 5.30pm	Planned activities begin & children have the option to participate or initiate their own supervised play
5.30pm – 6.00pm	Our staff & children assist in the packing up of activities & equipment
6.00pm	Program closes

9.4 Vacation Care

6.30am	Open
6.30 am – 8.00 am	Breakfast
6.30 am – 9.30 am	Free play
9.30 am – 10.00 am	Come together
10.00 am – 10.30 am	Morning tea
10.30 am – 12.30 pm	Activity
12.30 pm – 1.30 pm	Lunch
1.30 pm – 3.30 pm	Activity

3.30 pm – 4.15 pm	Afternoon tea
4.30 pm – 5.30 pm	Open play
5.30 pm – 6.00 pm	Pack up & lock up

9.5 Special Activities

An information sheet is supplied to all participants of special activities

9.6 Positive Guidance of Children

The OSHC Program is committed to developing a secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to co-operate with others.

BEHAVIOUR PROCEDURE

This procedure was developed to establish a process of dealing with behavioural problems in the Out of School Hours Care Program. To have developed a process that OHSC staff will follow but also everyone will be informed on enrolment into the program.

The process for dealing with children's behaviour:

1. Workers/staff try regular behaviour management
2. Staff try extra strategies for management of difficult behaviour
3. Staff take the child and talk seriously to them about their behaviour
4. Staff speak to parents to work out strategies to deal with behaviour:
 - a. **Immediately if the behaviour is:**
 - 1) Abusive language at worker/staff
 - 2) Physical abuse such as kicking, hitting, pushing, pulling, throwing things at a worker or staff
 - 3) Endangering the safety of themselves, others and workers
5. An incident form will be completed which will be given to the parents/caregivers, the Co-Ordinator or senior staff will speak to the child and the parents/caregivers.
6. If the child endangers himself /others physically for the safety of all, parents/caregivers will be requested to collect their child from the Centre.
7. After all strategies of behaviour management have been in place and the inappropriate behaviour continues regularly, the Co-Ordinator deems this unsafe then suspension of the child will be imminent,
8. Staff must notify committee of management, once child is pending a suspension.

Procedure for suspension

Parents/caregivers will be sent a letter to attend a pre-suspension meeting (meeting time will be allocated to suit all parties) or will be contacted verbally or by phone.

Both child and parents/caregivers, person in charge, staff or co-ordinator must attend the pre-suspension meeting. If parents /caregivers do not contact Merinda Park Learning and Community Centre or attend the meeting, the child will automatically be suspended. A letter of suspension will be mailed notifying the parent of the immediate suspension.

9.7 Inclusion

MPLCC Out of School Hours Care Program offers an non discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program.

The program responds to individual needs, interest and request by providing a range of activities for all children attending the service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents/caregivers are consulted when staff are planning the program to ensure that it meets the needs of all concerned.

Merinda Park Learning and Community Centre ensures that all children including those with additional needs participate in the planned activities of all Children's Services program.

9.8 Computer Use

Children are allowed under supervision to access the Computer room and access to the Internet. Parents/caregivers and children will be required to sign an agreement with regards to Internet Code of Conduct.

9.9 Toys from Home

The service recognises that children sometimes bring their own toys (named) to school, however children are responsible for these toys whilst at the program. Toys that are not named and left at the Centre will go in to general use. The Centre does not take any responsibility for toys, games, mobile phones, etc., children bring from home. The service also does not allow 'war toys' from being brought to the Centre. The following is a guideline for inappropriate toys:

- Pistols and guns of any sort
- Swords, knives, bows and arrows

9.10 Computers, Television, Video Games, Electronic Games

The program endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will, however, be limited.

The service will ensure that the content of program and games will be appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities will be limited to C and G ratings.

On occasions PG videos/dvd's/ electronic games may be viewed under supervision of staff. Parents can request their children to not view these by indicating on their enrolment form then alternate activities will be arranged to meet their needs.

9.11 Homework

As part of the children's program, the staff will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the service cannot take responsibility for completion of homework; this is the responsibility of the parent/caregiver and child. Parents/caregivers are encouraged to discuss their child's individual needs with the co-ordinator.

9.12 Celebrations & Festivities

The OSHC program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life, and celebrations will not focus on one specific festival or aspect of the culture. Children are, however, encouraged to celebrate festivities related to their culture or lifestyle.

We do encourage parents/caregivers to help in these celebrations, e.g. bringing in a cake to celebrate their birthday but as we are a registered kitchen, strict guidelines must be followed. Please see staff for advice. Parents/caregivers are encouraged to provide ideas into the program and help select materials for the provision of culturally relevant experiences.

9.13 Alterations to Program

Activities are subject to change due to flexibility of delivery of the program and the children's needs. You will be notified of any significant changes to the program.

9.14 Evacuation Procedures

Evacuation procedures are displayed in each room and will be implemented in the event of any emergency in the Centre. If you hear an air horn, follow the direction of the person in charge. At various times in the year we will practice an emergency drill.

10 Grievance and Complaints

If you have any concerns about any aspect of our service, please address them to:

1. The OSHC program Co-ordinator
2. MPLCC Centre Manager, Jan Gilchrist
3. The President MPLCC Committee of Management, PO Box 7144, Cranbourne North 3977
4. The Department of Education and Early Childhood Development, 280 Thomas St, Dandenong 3175
Phone 9096 9595
5. National Childcare Accreditation Council, Level 3,418a Elizabeth Street, Surry Hills. NSW 2010

11 Code of Conduct for Children

Staff discuss children's conduct each term. Please ensure your child is aware of their rights/limits.

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- Travel to and from school & excursions safely and without harassment

Children's responsibilities

- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- Express themselves in an acceptable manner

Children's Limits

- We keep our hands and feet to ourselves
- We keep within our own personal space
- We walk inside
- We get permission from the owner before we borrow something
- We inform staff when attending toilets
- We stay in the grounds of the Centre unless we are accompanied by a staff member or parents

- We use good manners when we speak
- We respect others and their feelings
- We ask for permission before touching or taking things
- We speak politely to staff and others
- We allow the speaker to finish speaking before replying
- We respect our property as well as other peoples property

12. Code of Conduct for Parents/Caregivers

- Parents/caregivers do not have the right to speak to other children.
- Parents/caregivers cannot discipline other children.
- There will be no swearing or raised voices

13. Code of Conduct for Staff

- Socially interact in a safe environment
- Be accepted, respected and valued as an individual
- Be given a fair hearing
- **Staff members have the right to ask a person to leave the premises if they or the children feel intimidated or threatened in any way**

Staff's responsibilities

- To ensure the safety of all children and staff
- Recognise and respect the rights of others
- Accept, respect and value others as individuals
- Respect all property
- To role model acceptable manners and behaviour at all times

Privacy Information

Merinda Park Learning and Community Centre is in receipt of Government funding for some of the programs and services it offers. We are required to provide statistical data to government for these funds but all data provided is managed in line with the Information Privacy Act 2000 and its principals. You may be contacted in the future by a government agency or its representative, re your satisfaction with the services that you received from Merinda Park Learning and Community Centre. Only your contact details will be provided then they are destroyed. Further details re the Act and the Information Privacy Principles can be found at

http://www.dms/dpc/vic.gov.au/sb/2000_Act/A00814.html