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1. Welcome

1.1 All About GWC Community Services Children’s Services

The Management and staff of GWC Community Services welcome you and your child/ren to our service. This Family Handbook has been put together to give an overview of the GWC Community Services - Children’s Services programs.

GWC Community Services provides Before and After School Care and Vacation Care for school aged children 5-12 years on a permanent and casual basis. We follow the National Quality Framework for Early Childhood Education and Care under the guidance of the Australian Children’s Education and Care Quality Authority.

Our staff are friendly and work hard to ensure your child/ren is cared for in a welcoming, supportive and stimulating environment. Staff make regular observations on your child and provide a range of culturally diverse activities to support their development. Your input and feedback is welcomed to ensure the service continues to achieve high standards.

1.2 Commitment

GWC Community Services Children’s Services is committed to the provision of childcare via:

- Quality assurance systems which take into account participant requirements and satisfaction, high performance levels measured against set standards and a process of continuous improvement
- Monitoring and review of the service to our children and families to ensure efficient, effective and responsive delivery and use of resources
- Quality training for our staff and the wider community

1.3 Philosophy

The GWC Community Services Children’s Services philosophy is to provide a safe, healthy, fun and caring environment where children, families and staff are treated as equal and valued individuals. We foster positive communication and relationships between staff, children, families, their schools and the community.

We are committed to maintaining the period of middle childhood as a unique and valuable stage of a child’s life. Our Service is child-focused and children have equal partnerships in the planning of what they do and their environment. School age children require avenues for self-expression, self-direction and independence and we at GWC Community Services Children’s Services aim to encourage and support this through respectful communication and positive and trusting relationships. We believe that every child has a right to feel valued and have access to opportunities to develop their self-worth regardless of age, race, cultural background, religion, gender or ability.

We believe that in caring for the children, family involvement is imperative in providing a supportive environment that meets the needs of our clientele and the community. Our service incorporates open management and communication through family participation and discussion about all issues relevant to the care of their children and the running of the service.

At GWC Community Services Children’s Services, we aim to seek feedback and participation from our community and schools to enrich management and staff with the appropriate knowledge to foster the exploration of the unique diversity of our community. We aim to provide opportunities to develop the life skills that will support children in their journey to becoming active members of our community.
1.4 Aims and Objectives

We aim to:
- provide a comfortable and supportive environment for parents/carers, staff and children and strive for open communication and good relations between all.
- provide a safe, clean, caring, friendly and welcoming environment.
- ensure any transport for children to and from the Centre is safe.
- provide high quality care for children.
- have equipment and facilities that are suitable to the needs/abilities of school aged children.
- encourage good nutrition through the provision of nutritious snacks and by modelling healthy eating habits.

Parents/Carers – We aim to:
- provide for the needs of parents/carers who are working, studying or need occasional child care.
- open for hours that allow parents/carers to travel to and from their place of employment/study.
- make parents/carers feel welcome and valued.
- accept and value every parent/carer regardless of race, cultural background, religion, sex or ability.
- help them feel confident in the Service’s quality of care for their child.
- keep them informed and updated in issues relating to the service.
- encourage parent/carer involvement in decisions on policy and programming issues.
- encourage feedback and input from parents/carers in relation to the program and/or policies.
- encourage open communication between parents/carers and the Service.
- maintain positive relationships between parents/carers, staff and management.
- meet the current needs of parents/carers through continual update and review of relevant issues.

Children – We aim to:
- accept and value every child regardless of race, cultural background, religion, sex or ability.
- maintain positive communication and relationships between staff and children.
- encourage individual interests and foster children’s independence and self help skills.
- 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.
- encourage children to be involved in planning, implementation and evaluation of centre activities.
- develop and implement a balanced program that is stimulating, interesting and exciting which allows for opportunities to explore and develop new skills.
- develop a mixed program that is appropriate to the developmental and leisure needs of all individuals and reflects the Centre’s cultural diversity.
- provide a place for children to play with friends.
- encourage children to participate in decisions about the Centre.

Staff – We aim to:
- create an enthusiastic & positive atmosphere that encourages personal initiative and cooperation.
- help develop mutual respect, courtesy and understanding for all.
- provide support and assistance where needed.
- provide relevant training and development.
- ensure staff are aware of all expectations and duties.

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

GWC Parramatta Before/After School Care and Vacation Care
Parramatta Public School
177 Macquarie St, Parramatta NSW 2150
Phone: 9687 8955 (office)
Mobile: 0410 505 521 (direct for centre)
Postal Address: PO Box 9092 Harris Park NSW 2150
Email: cs@greekwelfarecentre.net.au

GWC Kingsford After School and Vacation Care
St Spyridon College Junior School
Day Lane, Kingsford NSW 2150
Phone: 9516 2188 (office)
Mobile: 0410 505 524 (direct for centre)
Postal Address: PO Box 784 Newtown NSW 2042
Email: childrenservices@gwccs.org.au

HEAD OFFICE
GWC Community Services
378a King Street (PO Box 784) Newtown NSW 2042
Phone: 9516 2188
Fax: 9516 3177
Email: childrenservices@gwccs.org.au

1.6 Hours of Operation

<table>
<thead>
<tr>
<th>GWC Parramatta OSHC</th>
<th>GWC Kingsford OSHC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>Monday to Friday</td>
</tr>
<tr>
<td>Before Care 7am – 8.30am</td>
<td>After Care 3:30pm – 6:30pm</td>
</tr>
<tr>
<td>After Care 3pm – 6pm</td>
<td>During school terms</td>
</tr>
<tr>
<td>During school terms</td>
<td>During school terms</td>
</tr>
<tr>
<td>Vacation Care 7:30am – 5:30pm</td>
<td>Vacation Care 8:00am – 6:00pm</td>
</tr>
<tr>
<td>During school holidays</td>
<td>During school holidays</td>
</tr>
</tbody>
</table>

The Centres are closed on: Australia Day, Good Friday, Easter Monday, Anzac Day, Queen’s Birthday, Labour Day and a number of days over the Christmas period. (Please check your individual centre for further information.)

1.7 National Quality Framework

The new National Quality Standard helps services to provide the best possible level of early childhood education and care by being clear about the factors that best support a child’s development. For the school age care sector, My Time, Our Place – Framework for School Age Care in Australia supports the delivery of quality, nationally consistent leisure and play-based programs across all school age settings for children in care before and after school, and during vacations.

The new National Quality Standard is divided into seven areas that contribute to the quality of early childhood education and care. These areas have been identified by research and are:

1. Educational program and practice
2. Children’s health and safety
3. Physical environment
4. Staffing arrangements (including the number of staff looking after children)
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

The Quality areas have been designed so that the following outcomes for children can be met:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

1.8 Child Care Benefit and Rebate

Child Care Benefit (CCB)

CCB is a payment from the Australian Government that helps you with the cost of your child care. CCB is income tested. Families can receive weekly fee reduction or lump sum payment at the end of the financial year. CCB is available to eligible families using before, after school and vacation care programs.

To determine your CCB eligibility and entitlement please contact: Family Assistance Office (FAO):
Phone - 13 61 50 or visit their website - www.familyassist.gov.au

Child Care Rebate (CCR)

The CCR is a payment from the Australian Government that helps working families with the cost of child care. If you are using Outside School Hours Care for work, training or study-related reasons, the Government will provide you with 50% of your out-of-pocket child care costs, up to the annual cap.

You have the option to receive your CCR paid fortnightly, either directly to your bank account, or directly to the centre as a fee reduction. You still have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

**NOTE**: There is NO income test for the CCR. If you are eligible for CCB but your CCB entitlement is zero due to income, you may still be eligible for the CCR. To be eligible, families must complete the Work, training, study test. To get the CCR, both you and your partner (if you have one) must have had work, training or study-related commitments at some time during a week or have an exemption. No minimum number of hours is required.

1.9 Management Structure

GWC Community Services is the welfare and community services arm of the Greek Orthodox Archdiocese of Australia and is governed by a voluntary Administrative Committee. The Director has overall responsibility for the day to day management of the Centre.

Each individual Outside School Hours Care (OSHC) Service is managed by a Supervisor/Project Officer who reports directly to the Children’s Services Coordinator. The Coordinator is accountable to the Programs Coordinator and Director of GWC Community Services / Administrative Committee.
GWC Community Services Children’s Services employs staff to meet the relevant legislative and program requirements. All staff are deemed to be fit and proper persons to provide a child care service. This evaluation is made through working with children’s checks, contacting referees, 100 point identification check, establishing the person’s good character and assessing their capabilities to provide an adequate standard of care in the OSHC setting. Please contact the individual centres for a list of current staff members.

1.10 Staff/child ratios

Staff: child ratios will be adhered to at all times and are as follows:
- There shall be a maximum of 15 children to 1 staff member.
- There shall be a maximum of 8 children to 1 carer for excursions.
- There shall be a maximum of 5 children to 1 carer for swimming.
- There are a minimum of 2 staff members present at any one time.

Further staff may be employed as required in order to meet children’s individual needs. Inclusion Support Subsidy (ISS) can be received by our centre in order to support children that require additional care, please see your centre supervisor for more information on this.
2. Enrolment

2.1 Priority of Access

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, these are:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999
- Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

2.2 Enrolment Forms

An enrolment form must be completed in full by the parent/guardian detailing all contact numbers. It is the parents/guardians responsibility to ensure that you inform OOSH of any changes. These records will be held in a secure and locked filing cabinet for reference by staff and committee members only.

Custody and Access

If a parent is experiencing problems associated with custody and access then please discuss this with the Children’s Services Co-ordinator. A copy of a current Family Court Order is required on enrolment and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent’s/carer’s responsibility to advise the staff and to provide information about any change to court orders.

2.3 Family Orientation

Families who are enrolling their child for the first time will be given this Family Handbook which includes the key policies for families prior to the child’s first day at the service. Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.

Parents should advise staff when they are greeted that it is their child’s first day at the service and the staff member will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre. The parent will then meet with the Nominated Supervisor, who will answer any questions the parent may have. The staff member will introduce the child to the other children and engage them in an activity. The staff member will remain with the child until they are settled and comfortable in the new environment.
3. Fees

3.1 Fees and Charges

The Management of GWC Community Services Children’s Services will set the daily fee on an annual basis. This fee will be based upon each centre’s annual budget and the required income to successfully ensure the continued running of the service. Once a child is enrolled parents/carers can contact the Family Assistance Office with the centre’s provider number in order to receive a family percentage, which will be used to determine the families discounted fee. Parents/carers are encouraged to communicate with the centre supervisors if there are any issues with accounts or with paying fees.

3.2 Fees Structure

<table>
<thead>
<tr>
<th></th>
<th>GWC Parramatta OSHC</th>
<th>GWC Kingsford OSHC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Session/Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B.S.C.</td>
<td>$15.00</td>
<td></td>
</tr>
<tr>
<td>A.S.C.</td>
<td>$18.00*</td>
<td>$18.00*</td>
</tr>
<tr>
<td>Vacation Care</td>
<td>$40.00 (plus excursion costs)</td>
<td>$40.00 (plus excursion costs)</td>
</tr>
</tbody>
</table>

* Includes afternoon tea

Please Note: A $50.00 booking fee applies to B.S.C. and A.S.C. This is paid in advance and deducted from the first payment.

Late fees: $5.00 per minute

All fees are payable in advance. Fees are payable where a child is booked and does not attend. All absences and cancellations are payable and cannot be transferred or refunded.

Payment options: Cash and cheque. Receipts will be issued at time of payment.

Bookings are essential for all services.

4. Program

4.1 Educational Programs

The educational leader will be responsible for the development of a child centred educational program, which reflects the philosophy of the Centre and meets the social, physical, recreational, intellectual, creative and emotional needs of the children attending. Staff will assist with the evaluation process to ensure the educational program developed is implemented in line with children’s interests.

Educational programs will be developed for all aspects of the Centre, before school, after school, vacation care and pupil free days. The educational program will be prepared each day and be displayed for children, parents and visitors to the centre to see.

Children and parents will be encouraged to be actively involved in the planning, implementation and evaluation of the program, through discussions, conversations, meetings and/or planning.
4.2 Homework

A quiet space will be provided to encourage children to do their homework, but staff are unable to offer them individual help as they need to supervise all the children. We will not force or make homework time compulsory for any child, as the main focus of the program is recreation / leisure in a safe, fun and supervised environment.

4.3 Cultural Relevance and Diversity

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

Educators will view the culture and the context of family as central to children’s sense of being and belonging, and to success in lifelong learning. Educators will seek to promote children’s cultural competence. Cultural competence encompasses:

- being aware of one’s own world view
- developing positive attitudes towards cultural differences
- gaining knowledge of different cultural practices and world views
- developing skills for communication and interaction across cultures.

4.4 Excursions

Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the centre’s premises. Parental permission will be sought for all excursions and each excursion will be carefully planned and the potential risks assessed.

When planning excursions, educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another.

5. Policies and Procedures

5.1 Sign in/out Procedures

Parents /carers need to sign their children in and out of the centre at the time of arrival and departure. This procedure is a legal requirement of the funding body as it is linked to your childcare benefit payments. Please note that our responsibility for your child begins once the child has entered the Centre. Your co-operation in this matter is appreciated. Please also note:

- Children are not to be left at the Centre at any time prior to the opening hours
- On arrival the person bringing the child is responsible to sign the child in on the sign-in sheet
- Any points of information are to be conveyed to the staff verbally or by recording them in the message book found next to the sign in and out sheets
- Should a child require medication of any kind, the parent/carer must fill in and sign the medication form
- Should there be an excursion scheduled for the day, the person bringing the child must sign the section on the sign in sheet authorising the child to attend the excursion
- Children must be collected by the closing time of the Centre
- The authorised person who is collecting the child must sign the sign out sheet
- The family must let the Centre know when someone different will be picking up their child
- Family members must notify the Centre of any custody arrangements or court orders that impact on the collection of children
- Children are not to leave the Centre unaccompanied unless written permission from their family has been negotiated with the Supervisor.
5.2 Absences

We aim to ensure the safety and welfare of the children by ensuring clear communication and cooperation between the Centre, parents/carers and the school. Parents/carers are to advise the Centre if their child will be absent on a day that they are booked into care.

If parents/carers are aware beforehand they must inform a staff member in person who must record the information in the message book for the day of the expected absence. If parents/carers do not know until the day they must ring the Centre and inform a staff member as early as possible. Where possible this change should be confirmed in writing.

5.3 Late and Non Collection of Children

It is the responsibility of parents to arrive and leave the centre prior to closing time so that educators may close the centre promptly at closing time. If parents are going to be unavoidably delayed beyond closing time, it is their responsibility to contact the team leader and/or advise they have made alternative arrangements, for example, emergency contact to collect their child.

If the parent has not contacted the Responsible Person in charge and fails to collect their child by closing time, staff will:
- Remain at the centre and attempt to contact parent/guardian
- Call the emergency contact after 15 minutes if parents/guardian cannot be contacted
- Ensure parents/emergency contacts sign the late book on arrival
- Inform the Nominated Supervisor so an appropriate late fee (see below) can be imposed.

If staff have been unable to contact parents or emergency contacts 30 minutes after closing time, staff must inform the Nominated Supervisor or Approved Provider who will contact the police. Police will be asked to assist in locating the parents/emergency contacts in order to find a suitable adult to pick up the child.

If a child has not been picked up an hour after closing time and all attempts to reach parents/guardian have been unsuccessful, educators will immediately call the Child Protection Help Line for mandatory reporters on 133 627 to advise of an abandoned child.

5.4 Vacation Care

Vacation care is operational for K-6 during school holidays. A Vacation Care Program will be available to families 4 weeks prior to the commencement of the vacation care period. In addition, the Coordinator will publish the Vacation Care Program in the school newsletter outlining the proposed program.

New Kindergarten children may use the service in our pre-Christmas and January vacation care periods prior to starting school. Children commencing Year 7 are also eligible to attend this period. If you have any concern regarding any planned excursions, please speak with the Coordinator.

5.5 Food and Nutrition

We offer a healthy nutritious snack/afternoon tea based on the five food groups at all our After School Care centres. Staff use the opportunity to discuss the nutritional content of the food provided while food is being served. Children are given the opportunity to develop their self help skills through food preparation, service and encouraged to use best practise in regards to food safety measures.
Staff aim to provide an eating environment that assists with the sharing of family and multicultural values. Staff aim to create an atmosphere which is calm and incorporates the teaching of appropriate social skills.

During Vacation Care parents should send enough food and drink to get the child through morning tea, lunch and afternoon tea. Food should cover all food groups and be nutritionally sound in order to assist the child in becoming involved in the high energy program.

**Additional health requirements**

GWC Community Services Children’s Services staff will endeavour to provide assistance and support to any child with additional dietary requirements. Parents/carers must inform staff upon enrolment about such requirements and provide all necessary information with the enrolment form. Discussion regarding afternoon tea will be made in consultation with parents/carers and staff. Where food requirements cannot be met by GWC Community Services Children’s Services, parents/carers and staff will develop strategies that will ensure the child receives appropriate snacks. GWC Community Services Children’s Services will also endeavour to meet the religious beliefs, regarding food for individual families.

**5.6 Sun Safety**

Outside play is a valuable component of all GWC Community Services Children’s Services programs. Our OSHC centres are both registered as Sun Smart OSHCs. Although weather conditions determine if outdoor programs continue, parents should expect that if it is not raining the children will go outside and therefore require a hat daily. When outdoors children will be encouraged to wear sun safe clothing with sleeves, collars or covered necklines. Children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not recommended. Children who do not have a hat must play in a sheltered area. Staff will enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate they must access shaded areas in which to play.

**5.7 Infectious Disease**

In order to protect the health of both staff and children it is necessary to minimise the risk of cross-infection by infectious diseases. We will be guided by the health authorities as to any exclusion periods for specific infectious diseases. However, we respect the rights of the individual’s privacy and personal decision not to immunise their children (see Appendix 1: Guidelines for Exclusions).

**5.8 Immunisation**

Immunisation is a simple, safe and effective way of protecting your child and yourself against some diseases which can cause serious illnesses and sometimes death. Also if your child is protected, he or she will not be able to pass the infection on to other people, especially very young babies who are not yet fully immunised.

The National Health and Medical Research Council (NHMRC) recommends that Australian children and adults are immunised against diphtheria, tetanus, whooping cough, poliomyelitis, measles, mumps, rubella, Haemophilus influenza type B (Hib), chickenpox and hepatitis B. Vaccines for these diseases are free, although for chickenpox this is depending on the age of the child (read more at the Immunise Australia Program website). Your child has to be up to date with immunisations, or have an exemption, so that your family can receive payments such as the Child Care Benefit and the Maternity Immunisation Allowance. Your child’s immunisation status (as recorded on the Immunisation Register) must be checked before these family payments can be made.
5.9 Medication

Our service seeks to ensure the proper care and attention to all children through specific guidelines regarding use of medications. To ensure the interests of staff, children and parents are not compromised, medication in its original packaging will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Non-prescription medication will not be administered at the service unless authorised by a doctor.

In order for the staff to properly care for children, the service has an expectation that parents will inform Educators if children are receiving medication at home or school, the nature and purpose of the medication and possible side effects it may have for the child. Educators will use this information to support the child’s participation in the service. Medication will only be administered by a certified supervisor during service operating hours.

See our Administration of Medication Policy for more information.

5.10 Emergency Procedures

To ensure the safety of the children emergency procedures will be practised on a regular basis and be consistent with other disaster plans used by each venue. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service (For further information see centre’s Emergency and Evacuation Policy).

5.11 Child Protection

One of the most important concerns of any community is the health, safety and well being of its children and young people. Whilst parents / carers are responsible for the safety and welfare of children in their care, protecting children and young people from abuse and neglect is the responsibility of the whole community.

*The Children and Young Persons (Care and Protection) Act 1999* mandates Community Services with the responsibility for the care and protection of children and young people in NSW where there are concerns about their safety, welfare and wellbeing. The Keeping Children and Young People Safe publication is a vital tool to inform and support people who have a mandated responsibility in reporting abuse of children or young people.

There are many reasons why children are at risk of abuse and neglect. For example:
- their families do not have adequate support from relatives or the community
- their parents are experiencing a lot of stress such as unemployment, illness, or isolation
- their parents may not have experienced good parenting themselves
- their parents may be alcohol or drug dependent or have mental health issues or there may be domestic violence in the household.

Reporting concerns about a child or young person's safety or wellbeing is an important step in preventing or stopping the abuse and protecting children from further harm.

If you think a child or young person is at risk of harm from abuse or neglect, contact DoCS Helpline on 132 111 (TTY 1 800 212 936). The DoCS Helpline is a 24 hours a day, 7 days a week, statewide call centre staffed by professionally qualified Departmental caseworkers to receive and screen all reports of risk of harm and requests for assistance from mandatory and non mandatory reporters. All staff working with children at GWC Community Services Children's Services are required to complete a Working With Children Check and are mandatory reporters.
5.12 Confidentiality

GWC Community Services Children’s Services acknowledges and follows confidentiality guidelines as outlined in legislative requirements by the Department of Community Services Centre-Based and Mobile Child Care Services Regulation (No2) 1996, The Australian Early Childhood Association (AECA) Code of Ethics and the Privacy Act.

5.13 Behaviour Management

We aim to provide an environment where all parents, staff and children feel safe, cared for and relaxed, which encourages cooperation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

We have a zero tolerance for bullying and staff will support children to develop the social skills and resilience to confront and stop bullying behaviour. Staff will also take swift, decisive action to deal with bullying by investigating problems raised, treating all involved fairly and offering mediation when required.

5.14 Grievance Procedure

GWC Community Services Children’s Services views customer feedback as an opportunity for improvement and deems these events as an opportunity to not only improve the service but to build stronger relationships and loyalty with families who have taken the time to let us know how they are feeling.

Please refer to our Management of Complaints Policy for more information on the appropriate complaints procedure.

5.15 Clothing

As children in Before and After School care are in school uniform, GWC Community Services Children’s Services staff will encourage children to take care whilst participating in activities. Children will be encouraged to wear a paint shirt while involved in messy play.

Parents/carers are asked to send children to vacation care in clothes that are appropriate to the activity they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, T-shirts, jeans and jumpers with closed in shoes are recommended. For sun safe reasons parents are asked not to send children in singlet tops. A spare set of clothes could also be sent in your children’s bag if necessary.

5.16 Electronic Devices

Electronic devices such as mobile phones, cameras and electronic games: Nintendo DS and PSP are not permitted at any of our centres. If a child brings an electronic game, camera or mobile phone, staff will keep this in a safe place until parents/carers arrive. Staff may also ask children to hand in certain games/toys that may be at risk of being damaged etc. GWC Community Services Children’s Services takes no responsibility for belongings which are lost or stolen during Outside School Hours Care programs. Please refer to GWC Community Services Children’s Services Policies and Procedures 2011 Section D-15-1
5.17 Birthdays

Birthdays are an important part of a child’s life. You may like to send a cake to the centre for your child’s birthday so that we can celebrate together. Please be aware that some children have food allergies so cakes, etc. should not contain any nut or nut products.

5.18 Parent Communication

Staff/management recognises the importance of parent/carer involvement within the program. We realise for many working parents/carers time is limited and therefore we aim to provide a variety of opportunities for parent to participate according to their availability. Some of the ways in which you are invited to become involved in are: by completing surveys, attending parent/staff meetings, social functions, input into weekly programs/ menus, policies and procedures and fundraising. Parents/carers will also receive quarterly newsletters from individual centres outlining current service information.

5.19 Transporting Children

Due to the location of some GWC Community Services Children’s Services centres there may be a need to transport children to and from school as well as to and from excursions. Centres may use both public and private buses as well as trains. In order to ensure the safety of all children in all situations a policy is in place to govern practices used by staff. (Please refer to the individual centre’s insert for information regarding your child’s pick up and drop off points at their school and the Service’s Occupational Health and Safety - Transport Policy.)

5.20 Feedback

All verbal feedback from families will be responded to by the Certified Supervisor or staff member directly receiving the feedback. It will be documented in the communication book as well as follow up actions if required.

All written family feedback will receive a written reply within 7 days of the receipt.

These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Feedback received is reviewed at bimonthly management meetings.

5.21 Translation Services

GWC Community Services Children’s Services in conjunction with the Translating and Interpreting Service (TIS) will be providing information in various community languages on the Services policies and procedures and other relevant information.
# APPENDIX 1: GUIDELINES FOR EXCLUSIONS

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of cases</th>
<th>Exclusion of contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis (Entamoeba histolytica)</td>
<td>Exclude until diarrhoea ceases.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Campylobacter</td>
<td>Exclude until diarrhoea has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Chicken pox</td>
<td>Exclude for at least 5 days AND until all blisters have dried</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Cytomegalovirus Infection</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Exclude until diarrhoea has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later. Exclude family/household contacts until cleared to return by an appropriate health authority.</td>
<td></td>
</tr>
<tr>
<td>Glandular fever (mononucleosis)</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hand/ Foot and Mouth disease</td>
<td>Until all blisters have dried.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Haemophilus type b (Hib)</td>
<td>Exclude until medical certificate of recovery is received.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Herpes (&quot;cold sores&quot;)</td>
<td>Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hookworm</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Human immun.-deficiency virus infection (HIV AIDS virus)</td>
<td>Exclusion is not necessary unless the child has a secondary infection.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Impetigo</td>
<td>Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Leprosy</td>
<td>Exclude until approval to return has been given by an appropriate health authority.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Illness/Disease</td>
<td>Isolation Guidelines</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------</td>
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</tr>
<tr>
<td>Measles</td>
<td>Exclude for at least four days after onset of rash.</td>
<td>Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school.</td>
</tr>
<tr>
<td>Meningitis (bacterial)</td>
<td>Exclude until well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Meningococcal infection</td>
<td>Exclude until adequate carrier eradication therapy has been completed.</td>
<td>Not excluded if receiving rifampicin.</td>
</tr>
<tr>
<td>Molluscum contagiosum</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for nine days or until swelling goes down (whichever is sooner).</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Parvovirus (erythema infectiosum fifth disease)</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Poliomyelitis</td>
<td>Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Ringworm, scabies, lice, trachoma</td>
<td>Re-admit the day after appropriate treatment has commenced.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rubella (german measles)</td>
<td>Exclude until fully recovered or for at least four days after the onset of rash.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Salmonella, Shigella</td>
<td>Exclude until diarrhoea ceases.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Streptococcal infection (including scarlet fever)</td>
<td>Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until a medical certificate from an appropriate health authority is received.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Typhoid fever (including paratyphoid fever)</td>
<td>Exclude until approval to return has been given by an appropriate health authority.</td>
<td>Not excluded unless considered necessary by public health authorities.</td>
</tr>
<tr>
<td>Whooping cough</td>
<td>Exclude the child for five days after starting antibiotic treatment.</td>
<td>Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 10-day course of antibiotics. (Exclude close child care contacts until they have commenced antibiotics).</td>
</tr>
<tr>
<td>Worms (intestinal)</td>
<td>Exclude if diarrhoea present.</td>
<td>Not excluded.</td>
</tr>
</tbody>
</table>
APPENDIX 2: CHILDREN’S SERVICES POLICIES & PROCEDURES LIST

Section 1 – Service Management
- Hours of Operation
- Enrolment and Orientation
- Fees
- Delivery and Collection of children
- Absent and missing children
- Late and Non Collection of Children
- Authorisations
- Confidentiality
- Governance and Management
- Management of Complaints
- Policy Development and Review
- Maintenance of Records
- Interactions with children
- Family Partnerships

Section 2 – Staffing
- Staffing
- Qualifications/Recruitment
- Conditions of Employment
- Staff Orientation
- Staff Professionalism
- In-service Training and Development
- Staff Review and Appraisal
- Grievance Procedures
- Disciplinary Action
- Relief Educators
- Volunteers/students, Visitors and Intruders
- Educator:Child Ratios
- Communication
- Staffing Arrangements

Section 3 – Health and Safety
- Hygiene
- Nutrition
- Sun Protection
- Water Safety
- Management of Basic First Aid
- Management of Incident, Injury, Trauma and Illness
- Illness and Infectious Diseases
- Soiled Clothing and Linen
- Dealing with Medical Conditions
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- Anaphylaxis
- Emergency and Evacuation
- Child Protection
- Positive Behaviour Guidance
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Section 4 – Programming
- Educational Programs
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- Television and Films
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