



**Outside School  
HOURS CARE**

# Family Handbook





## *Welcome to YMCA Outside School Hours Care!*

*We are delighted you have chosen to become part of our YMCA OSHC community and look forward to learning about your family. YMCA has been an integral part of the School community and we are excited to be a permanent fixture in the future. All of our individual services, aim to provide the best opportunity for all young people to belong, learn, grow and be happy.*

### *Our Team*

*YMCA OSHC has a strong team of qualified Educators. Many of our casual team members are currently engaged in full time study in Education and bring a range of innovative ideas to our service each day. All of our teams and Services are led by a qualified Coordinator.*

### *Our Program*

*Our Program is developed according to the My Time Our Place Framework and is centralised around the elements of Belonging, Being and Becoming. The program is aimed at providing our children with the opportunities to learn, develop and grow. By learning through play, we provide our children with opportunities to learn about their world and develop a sense of self. We believe all children are born with the desire and ability to develop, learn and explore and deserve to have opportunities and experiences that challenge their diverse needs.*

### *Our Services*

*YMCA OSHC Services are ideally located on or near the grounds of your State School. Our OSHC focused facilities are specifically designed to provide paramount outside school care to the families of the school and the communities. Our OSHC's are located close to the school ensuring student safety and creating convenience for our parents, with just short walk from the school carpark.*

*With access to numerous spaces within the school grounds, YMCA OSHC Services have the resources to offer an incredibly diverse range of games and activities for your child to enjoy. The stability and quality offered by the support of YMCA Brisbane's, including over 150 years of experience, and twenty-six OSHC services guarantees every child is given the opportunity to grow in body, mind and spirit.*



## YMCA OSHC Services

Albany Creek OSHC	3264 4907
Ashgrove OSHC	3366 1523
Berrinba East OSHC	3208 7597
Boondall OSHC	3865 5032
Bray Park OSHC	3205 4639
Camira OSHC	3288 2488
Dakabin OSHC	3886 1264
Darling Heights OSHC	4635 6308
Dutton Park OSHC	3844 4474
Edens Landing OSHC	3805 1233
Enoggera OSHC	3355 3870
Flagstone OSHC	5546 9070
Grovely OSHC	3855 9997
Gumdale OSHC	3890 2675
Helensvale OSHC	5665 9216
Kedron OSHC	3350 5333
Mitchelton OSHC	3355 6016
Musgrave Hill OSHC	5528 3490
Norris Road OSHC	3261 6635
Rainworth OSHC	3368 1596
Rochedale South OSHC	3841 6613
Seven Hills OSHC	0400 281 663
Springfield Lakes OSHC	3818 3741
St Pauls OSHC	3261 1124
Strathpine OSHC	3881 3466
The Gap OSHC	3300 4792
Upper Mt Gravatt OSHC	3343 8244
Virginia OSHC	3266 3159
Warrigal Road OSHC	0477 767 984
Westside OSHC	3381 0529
Aspley Specialist OSHC	0427 127 018
Mitchelton Specialist OSHC	0437 916 546

## Our Contact Details

### Area Coordinators

Zone 1 Area Coordinator  
0438 112 873

Zone 2 Area Coordinator  
0412 180 867

Zone 3 Area Coordinator  
0439 798 521

Zone 4 Area Coordinator  
0459 884 169

Inclusion Support Coordinator  
0407 741 425

OSHC Manager  
0437 736 502

Child Care Group Manager  
0418 879 632

### YMCA OSHC Administration

07 3354 0444  
brisbane.oshc@ymca.org.au  
www.ymcachildcare.com.au

YMCA Brisbane HQ  
07 3253 1700

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The YMCA of Brisbane works from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

The YMCA of Brisbane is guided to achieve their Mission by the following Christian values:

- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.
- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- Equality of opportunity and justice for all people
- The diversity of people, communities and nations.
- Acceptance of personal responsibility.

## *YMCA Benevolence*

The YMCA of Brisbane is a not for profit, charitable organisation who has been offering programs and services for the local community for 150 years.

Benevolent projects include, but are not limited to:

- The YMCA Vocational School for disadvantaged and marginalised youth;
- Siblings Reconnect camps that provide an opportunity for children separated in the foster system to spend holidays together;
- Affordable housing complexes;
- Food for the homeless; and
- Specialist OSHC services located within Special Schools.

More information about the YMCA's benevolent works can be found on the YMCA of Brisbane website.

## *Our Philosophy*

The YMCA Outside School Hours Care Philosophy for working with children is based on the trilogy of Mind, Body and Spirit, all of which play an equal role in every child's development. YMCA Outside School Hours Care also works within the quality standards set down by The Australian Children's Education and Care Quality Authority incorporating the National Quality Framework into every day routines.

YMCA Outside School Hours Care values children as capable and competent citizens by providing opportunities for children to succeed and develop a positive sense of identity and self-worth. Through encouragement and guidance, children can extend on their interests, ensuring that they are active participants in decision making.

YMCA Outside School Hours Care values and promotes the importance of childhood and the significant role we play as educators and advocates for children. YMCA Outside School Hours Care Educators are encouraged to seek ways to build professional knowledge and develop shared learning communities, with shared decision making, that support critical reflection about the program to ensure children's interests and needs are met in an ongoing and meaningful way.

YMCA Outside School Hours Care supports a respectful relationship amongst children and adults. Educators are tuned into the children's thoughts and feelings and endeavour to assist them to develop a sense of wellbeing and social development. Educators exhibit qualities of fairness, humour, sympathy, compassion and trusting relationships with other colleagues, families and children. Educators promote a welcoming environment for children and their families to work actively in a shared decision making process towards the



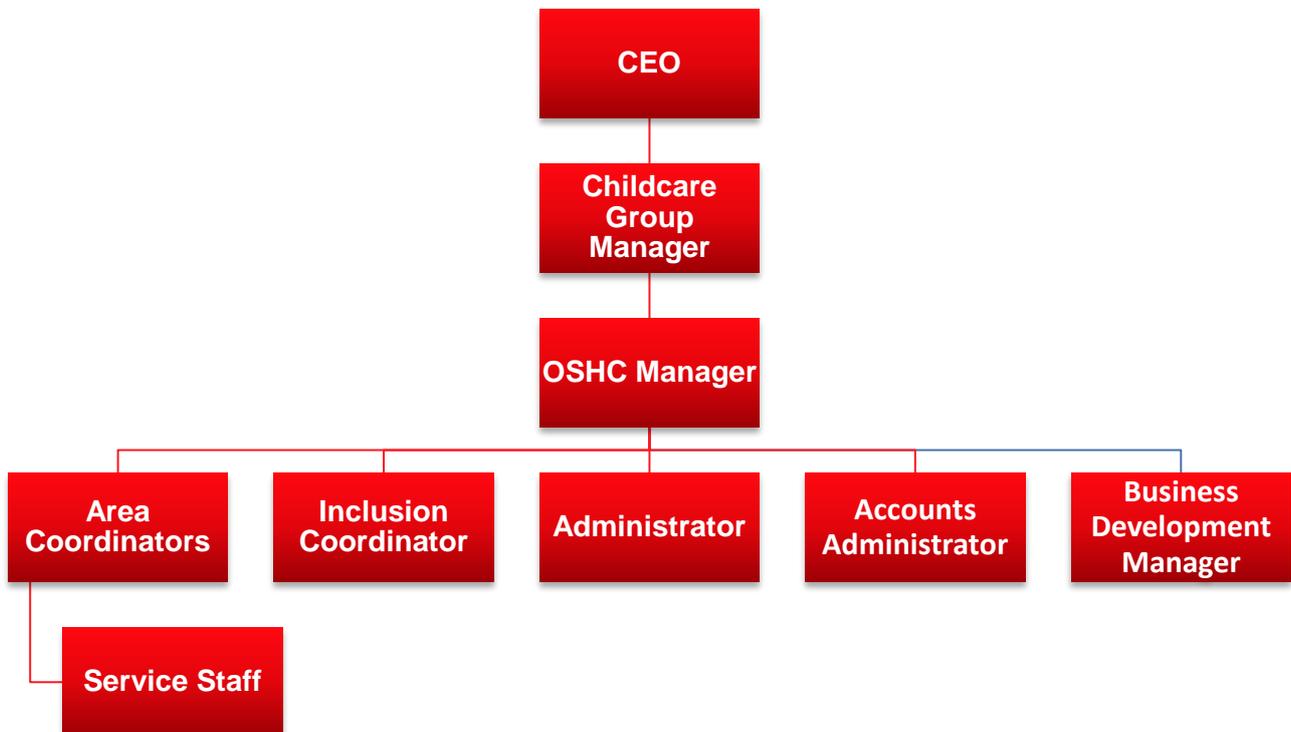
programming experience. An important focus at YMCA Outside School Hours Care is to establish a trusting environment for families and their children, and for them to know that they will be cared for appropriately.

YMCA Outside School Hours Care ensures qualified and quality Educators who show genuine concern and care for all the children at their service. All services operate under strict Work Place Health and Safety legislations and acknowledge and respect all individuals and their confidentiality.

Play, Leisure and recreation is not only a positive pastime but a fundamental part of providing the skills and experiences needed in adulthood. Our Specialist OSHC services are committed to social inclusion for all young people; nurturing them by developing their life skills and the ability to care for each other and the environment around us. We build positive community relationships and family partnerships in an effort to assist family members who wish to return to the workforce or require respite.

## *Our Approved Provider*

The Approved Provider of YMCA OSHC services is the Young Men's Christian Association of Brisbane (YMCA). YMCA OSHC's basic organisational structure is as follows:



## *Access for Families and Children*

YMCA OSHC aims to ensure that families have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. YMCA OSHC services follow the priority of access guidelines set down by the Australian Government Department of Education.

**OSHC Policy Reference:** Access for Families and Children.



## Approved and Additional Absences

All families are entitled to 42 allowable absences where Department of Human Services will still contribute their portion of Child Care Benefit (CCB) towards fees. Parents/Guardians are required to initial absent days when they return to the service. Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

**OSHC Policy Reference:** Fees.

## Arrivals and Departures

YMCA OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

YMCA Specialist OSHC after school services open at 2.30pm with vacation care opening at 8.30am for Aspley Specialist OSHC and 8am for Mitchelton Specialist OSHC. No young person will be admitted prior to opening times due to legal restrictions. All young people are to be signed in and out on the attendance register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on their enrolment form.

When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. Children should not be dropped off at the school gates; they must be accompanied to the door of YMCA OSHC and signed in by parent/guardian. Services will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.

If a child booked in to YMCA OSHC for After School Care has not arrived within 15 minutes of expected arrival, the Coordinator and staff will follow procedures outlined in the relevant policy. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety.

If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian may give permission by email (as the first preference) or by telephone for an alternative person to collect the child. If the request is made via telephone, two staff members will hear the request and the request will be entered onto a File Note with two staff signatures. The parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the Police will be called immediately.

**OSHC Policy Reference:** Arrivals and Departures of Children; Escorting Children.

## Babysitting

YMCA OSHC does not endorse staff and parents/guardians entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

**OSHC Policy Reference:** Protection of Children, Safeguarding Children and Young People.



## Bookings and Cancellations

At YMCA OSHC we attempt to cater to all families with regard to days needed for care. Bookings can either be on a permanent or casual basis. It helps in our planning for staff and activities if families book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; however due to licensing requirements there may be some days we will have to refuse care to casual bookings. Parents/Guardians must notify staff of cancellations to a session booking by 6pm of the previous Friday to avoid charge. For more detailed information parents/guardians should refer to the current YMCA OSHC Fee Schedule.

**OSHC Policy Reference:** Arrivals and Departures of Children, Fees.

## Child Care Benefit and Child Care Management System

CCB is a payment made available for families to assist with the costs of childcare. Australian residents using child care provided by approved childcare services may receive CCB. The rate of CCB paid is determined by family income. Families should contact the Department of Human Services to discuss eligibility and associated requirements (Ph: 13 61 50).

The Child Care Management System (CCMS) is a national system that brings all approved child care services online. YMCA OSHC services use CCMS registered software to record child, enrolment and attendance information. We report this data to the Department of Education to allow calculation, reconciliation and payment of CCB reductions.

For YMCA OSHC services to appropriately access CCMS we are required to collect parents/guardians Customer Reference Number (CRN) and date of birth. It remains the parents/guardians responsibility to register for CCB and CCR.

**OSHC Policy Reference:** Fees.

## Child Protection

YMCA OSHC services regard their role in the protection of young people in their care as of the utmost importance. The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at [www.brisbaneymca.org.au](http://www.brisbaneymca.org.au) along with how you can report child safety concerns and general safeguarding children information for families.

This includes the service's moral and legal duties to care for young people associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children.

All staff have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

**OSHC Policy Reference:** Protection of Children, Reporting of Child Abuse, Safeguarding Children and Young People.

## Clothing

During After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothes may get dirty during sports or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. Clothing should comply with sun safety guidelines e.g. no strappy tops. Hats will be worn in accordance with Preventative Health and Wellbeing Policy. We recommend the wearing



of legionnaire or broad brimmed style hats. Appropriate footwear must be worn at all times. Sneakers are the best option, as thongs, ugg boots and open-toed sandals do not protect children's feet adequately. All belongings must be clearly named.

**OSHC Policy Reference:** Preventative Health and Wellbeing, Risk Management and Compliance.

## Communication with Families

YMCA OSHC services recognise that everyone involved in Outside School Hours Care is a participant, and that to share and take part is fundamental in the development and application of policies, enabling all participants to contribute to the goals of the service. Families are encouraged to be involved as fully as possible in the management and development of the service they attend. Your feedback is important to us. We have a number of surveys throughout the year and have a confidential grievance procedure for all service users.

**OSHC Policy Reference:** Communication with Community, Communication with Parents/Guardians, Quality Compliance.

## Complaints, Concerns and Suggestions

YMCA OSHC will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of young people, other staff or parents/guardians and heated discussions are to be avoided as far as possible. If it is not appropriate for the complaint to be made to the Coordinator, the complainant will have direct access to the YMCA OSHC Administration Office. The Coordinator will permit and, if appropriate, encourage the complainant to do so. Notification of receipt of the complaint will be sent to the complainant.

**OSHC Policy Reference:** Complaints.

## Daily Routines

Routines serve as an important role in the operation of the service. A staff member signs in young people immediately after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

**OSHC Policy Reference:** Arrivals and Departures of Children, Program, Program Evaluation.

## Damage to Equipment or Facilities

As part of everyday experiences we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a young person, it may become an expense to the parent/guardian.

**OSHC Policy Reference:** Play Equipment

## Enrolment and Orientation

Parents/Guardians are required to complete an Enrolment pack before any child is able to attend the YMCA OSHC services and then annually thereafter. A meeting with service staff is available to you upon the enrolment of your child. This is an excellent opportunity for you to discuss with us what will help make his/her



time with us enjoyable, particularly during the initial few weeks. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency. The Coordinator or service staff must be advised of change of address or contact numbers so records can be updated and maintained.

**OSHC Policy Reference:** Access for Families and Children, Emergency Health and Medical Procedure Management, Enrolment, Fees.

## Environment and Facilities

YMCA OSHC services take pride in their facilities and ensure a high level of hygiene and cleanliness is maintained. Staff endeavour to create a safe, secure environment where children and families feel welcome and at ease. YMCA OSHC services provide space for young people to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play. Children and families are regularly consulted and involved in changing our environments to ensure all areas are child-focused and practical.

**OSHC Policy Reference:** Animals, Environmental Statement, Facilities and Resources, Hygiene, Play Equipment, Preventative Health and Wellbeing.

## Excursions

During Vacation Care YMCA OSHC services include excursions as a valuable part of their overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained. This will include the undertaking of a risk assessment, requiring all parents/guardians to sign a permission form and providing all children with wristbands to help identify them on the excursion. **OSHC Policy Reference:** Escorting Children, Emergency Health and Medical Procedure Management, Excursions, Illness and Injury, Risk Management and Compliance, Transport for Excursions.

## Extra Activities

If a child is required to attend activities within the school grounds during OSHC operating hours, written authority must be given prior to the commencement of the activity. The Coordinator shall discuss with the family the impact that this may have on the service. When making the decision a risk assessment will be undertaken to establish the impact it may have on the service.

**OSHC Policy Reference:** Arrivals and Departures of Children, Escorting Children.

## Fees and Overdue Fees

We provide a quality service to families at an affordable price. OSHC fees are based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Goals and Policies and Procedures. Parents/Guardians will be notified of any changes.

Statements will be regularly issued to families detailing information as required by Australian Government Department of Education Child Care Benefit Handbook

We accept payments via Ezi Debit or BPAY. Payment can also be made by posting a cheque/money order to the YMCA OSHC Administration Office. YMCA OSHC services do not have EFTPOS facilities and are unable to accept cash payments.

**Please note: YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees**



Families experiencing difficulty paying fees should speak with the Coordinator. In extreme circumstances payment plans and alternatives may be established.

**OSHC Policy Reference:** Budgeting and Planning, Fees.

## Fire, Harassment and Lockdown

YMCA OSHC management have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons who are involved with our services. Services are required to practice drills regularly. An evacuation and harassment plan is situated in the entrance area. We ask all parents/guardians, staff and children to familiarise themselves with the procedures.

**OSHC Policy Reference:** Drills and Evacuation, Emergency Equipment and Facilities, Risk Management and Compliance, Security.

## Food

YMCA OSHC services are a peanut/tree nut free zone. It is requested that food bought from home does not contain nuts as a number of the children attending have severe allergies. In the event that a child brings food containing nuts to the service, staff will collect, store and return the food to the family at the end of the day. Staff will provide alternative food for the child.

By adhering to the Smart Choices guidelines YMCA OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/Guardians are encouraged to participate in this approach to nutrition for their children by packing healthy meals and snacks for their children.

YMCA OSHC provides a snack for afternoon tea for the children during Vacation Care morning tea is also provided. Our daily menu is displayed in the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. Water is available to children at all times. Service menus get assessed and reviewed on a regular basis by Nutritionists from Nutrition Australia.

**OSHC Policy Reference:** Food Handling, Food and Nutrition.

## Homework

YMCA OSHC services will supply time, space and supervision by staff for children to do their homework if they wish. Please inform staff if you require your child to participate in structured homework time. Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff are unable to insist or force children to complete homework tasks.

**OSHC Policy Reference:** Homework, Program Planning, Program Evaluation.

## Governance

The YMCA of Brisbane Outside School Hours Care and all of our services, will meet legal and financial obligations by implementing appropriate governance practices. YMCA aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standards and My Time Our Place. **OSHC Policy Reference:** Governance



## Illness and Injury

Whilst YMCA OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries occur. In the case of a minor illness or injury, a staff member will attend to the incident and an Illness and Injury Report will be completed. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately.

Children who are ill will not be accepted by YMCA OSHC services.

Qualified staff will administer basic first aid only. When necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital and contact will be made with the parent/guardian. Where possible a staff member will travel with the child in the ambulance.

Parents/Guardians, in consultation with the Coordinator, are to ensure that each child with a diagnosed medical condition i.e. asthma, diabetes, epilepsy, etc. has an Individual Medical Emergency Plan. YMCA OSHC services do not have access to EpiPens or Ventolin for use on children, if your child requires an EpiPen or Ventolin strong consideration should be given to supplying the service with one.

**OSHC Policy Reference:** Illness and Injury.

## Infectious Diseases

YMCA OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases\*. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service. YMCA OSHC services refer to the National Health and Medical Research Councils 'Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2005)' to determine exclusion periods. It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering. YMCA OSHC is responsible to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

In the event of head lice, the parent/guardian will be called and encouraged to collect the child immediately. The child can only return to the service once the head lice have been treated.

\* When infectious disease is referred to in this policy, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at [www.health.gov.au](http://www.health.gov.au) and National Health and Medical Research Council at [www.nhmrc.gov.au](http://www.nhmrc.gov.au)).

**OSHC Policy Reference:** Emergency Health and Medical Procedure Management, Infectious Disease, Information Handling.

## Information Handling

To protect children and better provide its services, YMCA OSHC management seeks and deals with personal and sensitive information relating to families, children and others. YMCA OSHC management respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

All YMCA of Brisbane staff are required to sign confidentiality agreements in relation to private information relating to families and children attending the service. All personal records will be stored and kept in a confidential manner. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

**OSHC Policy Reference:** Information Handling.



## Late Collection and Fees Payable

Closing time of Aspley Specialist OSHC is 6.00pm and Mitchelton Specialist OSHC is 5.30pm. We ask that you are mindful of staff commitments outside of work and ensure your child is collected before this time. If there has been an emergency please contact the Coordinator as soon as you are aware that there may be a problem with the on-time collection of your child. If at closing time children have not been collected or parents/guardians have not made arrangements for collection by normal closing time, they will be contacted on the most recent numbers and if necessary emergency numbers provided. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety. Parents/Guardians who collect their children after this time will incur a late fee. This fee is further outlined on the YMCA OSHC Fee Schedule.

**OSHC Policy Reference:** Arrivals and Departures of Children, Fees.

## Medication

In the interests of health and wellbeing of the children, staff will be permitted to administer medication to a child only if it is:

- A prescribed medication;
- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a letter of authority from the parent/guardian.

All medication is to be given to Coordinator and no medication is to be stored in a child's school bag.

**OSHC Policy Reference:** Emergency Health and Medical Emergency Procedure Management, Illness and Injury, Medication.

## National Quality Framework

All YMCA OSHC services work with the National Quality Framework in their everyday practice. The National Quality Framework aims to improve the quality and consistency of early childhood education and care services through key legislation and standards. The National Quality Standard sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It consists of seven quality areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

YMCA OSHC services are licensed by the State Office for Early Childhood Education and Care under the Education and Care Services National Law Act and Regulations. Services must comply with the Act and Regulations in relation to requirements relating to activities, experiences and programs, numbers of staff members and children and staff members' qualifications.

The Office for Early Childhood Education and Care can be contacted via the Child Care Information Service: 1800 637 711. More information may also be found on their website.



**OSHC Policy Reference:** Approval Requirements under Legislation, Risk Management and Compliance, Staffing Ratios.

## Parent/Guardian and Visitor Code of Conduct

A Parent/Guardian and Visitor Code of Conduct is on display at all OSHC services. This must be adhered to at all times. Parents/Guardians may be excluded from the service if staff feel threatened either physically or verbally.

**OSHC Policy Reference:** Anti-bullying, Communication with the Community, Communication with Parents/Guardians, Drills and Evacuation.

## Personal Effects

If a young person does bring personal belongings to the service, they do so at their own risk. We supply a range of age appropriate activities for our young people limiting the need for personal belongings to be brought from home.

**OSHC Policy Reference:** Lost Property, Play Equipment, Program Planning, Program Evaluation.

## Policies and Procedures

In addition to the YMCA of Brisbane Quality Manual, YMCA OSHC has extensive policies and procedures which reflect the Philosophy and Goals of our services. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. If you require a copy, please speak with your service Coordinator.

In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and to regular review by YMCA OSHC management.

**OSHC Policy Reference:** Review of Policy and Procedure.

## Positive Behaviour Support

Families, staff and children all have roles to play, as detailed in the Positive Behaviour Support Policy. YMCA OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with community standards);
- Using consistency and compassion;
- Having regard at all times to the respect and dignity and individual uniqueness of the child; and
- Having regard to the other principles set out in the Philosophy Statement of YMCA OSHC.

Parents are requested not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If a staff member observes a child breaking the rules they will discuss the behaviour with the child.

**OSHC Policy Reference:** Anti-bullying, Positive Behaviour Support.



## Programming

YMCA OSHC services plan, design and provide tailored programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with the National Quality Framework, observations are taken of the children to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool and are stored in the family file at the service where they can be viewed by parents/guardians if requested.

The Coordinator will happily discuss any aspect of the program with interested parents/guardians. Family surveys are handed out regularly to convey parents/guardians' and children's thoughts and input into the program. The weekly program is posted on the Family Information Noticeboard.

**OSHC Policy Reference:** Play Equipment, Program Planning, Program Evaluation.

## Runaway Children

YMCA OSHC services have a comprehensive behaviour management plan and service rules which are implemented to ensure the safety of all children and staff. One of those rules is that the children must stay in areas licensed by the Office for Early Childhood Education and Care under the Child Care Act. If a child chooses to leave the school grounds and designated areas, staff will assess the situation in relation to duty of care to the individual child and the remaining group of children. Runaway children's parents/guardians will be contacted immediately, as will police if deemed appropriate by Coordinator.

**OSHC Policy Reference:** Arrivals and Departures of Children.

## Staffing

Staff/young people ratios will be in keeping with, or better than, those set out in the Education and Care Services National Regulations 2011. The staffing ratios at a Specialist OSHC will be designed in consultation with the school. In setting staff ratios, consideration will be given to the activities undertaken, ages and abilities of the young people and the types of additional needs that the young people may have.

YMCA OSHC management endeavours to provide adequate, relevant and ongoing training and development for staff to enable them to do their job role to a high standard and to comply with these policies and procedures and other requirements of YMCA OSHC.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Safeguarding Children and Young People Policy. Staff have obtained, or applied for, and given to the Licensee of the service, a current positive suitability notice under the Commission for Children and Young People Act 2000.

**OSHC Policy Reference:** Staff Code of Ethics, Staff Employment, Staff Grievances, Staff Practice, Staffing Ratios, Staff Role and Expectations, Staff Training.



## Sun Safety

Children, staff and volunteers are encouraged to wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This sun safety policy follows guidelines recommended by Queensland Cancer Council. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.00am and 3.00pm. YMCA OSHC has made a commitment to the best possible sun smart practices by supplying SPF 30 broad-spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or under cover areas only. In the event of allergic reaction to certain types of sun screen please notify the service coordinator.

**OSHC Policy Reference:** Preventative Health and Wellbeing.

## Supervision

Active supervision requires focused attention and intentional observation of children at all times. It is a combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing small and large groups of children and an understanding of child development including theories about how children play. Educators will be aware of the different ages, personalities, behaviour and characteristics of the children in their care.

Educators will build meaningful relationships with children. This is shown by:

- Learning about who they are
- How they react in different situations and discover the interests of children.

Educators will then develop an understanding of how children interact, communicate and play with one another.

Educators will ensure and establish environments and coordinate effective supervision strategies to maximize children's safety and ability to play free from harm or injury.

**OSHC Policy Reference:** Supervision

## Toileting

YMCA OSHC recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. YMCA OSHC seek to ensure that the personal health, hygiene and safety of young people and staff are supported, through the consistent implementation of the following procedures to protect young people from risk of harm or injury. All staff will be provided with training and support to assist in toileting young people, particularly in the case of young people with high support needs. This may be through written communications, direct training and/or meetings.

Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes to the service. Parents/Guardians of children who require regular assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

**OSHC Policy Reference:** Toileting Children.



## Use of Photos

On occasion your child may be photographed participating within the day-to-day activities we provide at YMCA OSHC. These photos are not intended to act as anything other than for display within the service and used as part of our programming process and not for promotional or advertising material. The children take great pride in having their day-to-day lives documented this way.

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents/guardians will be consulted and be required to give written permission.

**OSHC Policy Reference:** Safeguarding Children and Young People.

## Volunteers and Students

Volunteers are a valued and integral part of the YMCA of Brisbane. From time to time YMCA OSHC accepts students from local schools, TAFEs and universities as volunteers.

**OSHC Policy Reference:** Arrivals and Departures of Children, Fees.

## Water Safety

YMCA Outside School Hours Care recognises water play as an enjoyable and valuable play experience for children. YMCA identifies that any water play undertaken should also have an educational purpose. YMCA Outside School Hours Care ensures that all health and safety guidelines are maintained during water play experiences.

**OSHC Policy Reference:** Water Play



# Outside School HOURS CARE

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