This booklet has been designed to provide a guide for parents about the policies, procedures and operation of the 3C Kidz Care, Out of School Hours Care Program and Vacation Care Program.
3C Kidz Care
Outside School Hours Care (OSHC)
Office
426 Princes Highway, Narre Warren 3805
Postal Address: PO Box 2213, Fountain Gate, Vic 3805
Email: 3ckidzcare@caseycc.org.au
Office hours: Monday - Thursday, 9am - 3pm
Phone: (03) 8790 3921

OSHC Centres

St Catherine’s Catholic Primary School
SE-00004794
Sienna Building
73 Ridgemont Avenue,
Berwick, 3806
0468 630 040

Bayside Christian College
SE-40002175
G Block
120-128 Robinsons Rd
Langwarrin South, 3977
0417 965 380

Hillcrest Christian College
SE-00005381
Early Learning Centre
500 Soldiers Road,
Clyde North, 3806
0435 536 367

Waverley Christian College
SE-40001639
Primary Art Room
1248 High Street Rd,
Wantirna South, 3152
0428 644 573

Rivercrest Christian College
SE-40001662
Prep/Grade 1 Building
500 Soldiers Road,
Clyde North, 3806
0428 641 835

Chairo Christian School
SE-40002197
Language Centre
585 Bald Hill Road,
Pakenham, 3810
0417 308 602

Mount Evelyn Christian School
SE-40003532
PUMP Room (No 33)
135-141 York Rd
Montrose, 3765
0428 416 275

3C Kidz Care ‘Outside School Hours Care’ is a ministry of Casey City Church.
## Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Licence Capacity</td>
</tr>
<tr>
<td>5</td>
<td>Hours of Operation</td>
</tr>
</tbody>
</table>
| 6    | Statement of Philosophy  
Goals of the OSHC program  
About the program |
| 7    | Priority of access |
| 8    | Enrolment procedure  
Forms |
| 9    | Booking procedures  
Signing in / out attendance sheet procedure |
| 10   | Collection Procedure  
Fees and fee structure |
| 11   | Absences  
Cancellation of service  
Payments  
Child Care Benefit (CCB) / Subsidy |
| 12   | Late collection fee and procedure  
Excursions – transport |
| 13   | Parent involvement  
Staffing and qualifications |
| 14   | Child orientation and induction policy  
Attendance by ELC/Prep children |
| 15   | Sun smart policy  
Clothing policy  
Food and Nutrition policy |
| 17   | Health issues and Medication policy |
| 18   | Infectious diseases and exclusion policy |
| 21   | Child Protection policy |
| 23   | Behaviour guidelines  
Confidentiality and privacy policy |
| 24   | Complaints, grievances and appeals  
OSHC Quality Assurance (ACEQA)  
Frequently asked questions (FAQ) |
Welcome to the 3C Kidz Care Outside School Hours Care and Vacation Care Program.

Please take the time to read this information booklet.

Please direct any further questions to the Administrator, June Bisset.

**Licence Capacity**

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<tr>
<th>VENUE</th>
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</tr>
</thead>
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<tr>
<td><strong>Before School Care</strong></td>
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<td><strong>After School Care</strong></td>
<td><strong>60</strong></td>
</tr>
<tr>
<td><strong>Vacation Care</strong></td>
<td><strong>60</strong></td>
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<tr>
<td><strong>Hillcrest Christian College</strong></td>
<td><strong>After School Care</strong></td>
</tr>
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<td>Sienna Building</td>
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<td><strong>Bayside Christian College</strong></td>
<td><strong>After School Care</strong></td>
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<td>Language Centre</td>
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<td>585 Bald Hill Road</td>
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<td>Pakenham VIC 3810</td>
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<td><strong>Mount Evelyn Christian School</strong></td>
<td><strong>After School Care</strong></td>
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<td>PUMP Room (No 33)</td>
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<td>135-141 York Road</td>
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<td>Montrose VIC 3765</td>
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HOURS OF OPERATION

St Catherine’s PS
Before school Care  6:30am - 8:30am  (Monday to Friday)
After School Care   3.15pm - 6.00pm  (Monday to Friday)

Hillcrest CC
Before school Care  6:30am - 8:45am  (Monday to Friday)
After School Care   3.00pm - 6.00pm  (Monday to Friday)
Vacation Care       6:30am - 6:00pm  (Monday to Friday)

Rivercrest CC
Before school Care  6:30am - 8:30am  (Monday to Friday)
After School Care   3.00pm - 6.30pm  (Monday to Friday)

Waverley CC
After School Care   3.00pm - 6.00pm  (Monday to Friday)

Bayside CC
After School Care   3.00pm - 6.00pm  (Monday to Friday)

Chairo CS
Before school Care  6:30am - 8:45am  (Monday to Friday)
After School Care   3.15pm - 6.30pm  (Monday to Friday)

Mount Evelyn CS
After School Care   3.15pm - 6.00pm  (Monday to Friday)

OSHC staff are not responsible for children until they have been signed in on the daily roll.

THE CENTRES WILL BE CLOSED ON PUBLIC HOLIDAYS
STATEMENT OF PHILOSOPHY

Our philosophy is to work together with parents to help develop within each child the ability and desire to find and fulfill the will of God for their lives. The 3C Kidz Care ‘Outside School Hours Care’ (OSHC) program offers a unique environment with encouragement and opportunities to develop the gifts and talents God has given them. Each child will be encouraged to achieve their personal best, to develop Christian character together with the pursuit of excellence.

3C Kidz Care OSHC program desires to create a Caring, Committed Community.

GOALS OF THE OSHC PROGRAM

To provide quality care for the families and children enrolled in OSHC by:

- Striving to enhance each child’s strengths, abilities and self-esteem through their knowledge and understanding of God.

- Endeavouring to provide quality care for all who use this service by acknowledging that each child is unique and can reach their potential through a relationship with God.

- Aiming to provide a secure, safe environment where healthy relationships and interactions exist between all who are involved in the OSHC program.

- Providing a homely atmosphere where children are involved in everyday activities (with staff supervision) for example, cleaning up after themselves, having open discussions about God and other topics of interest.

- Providing an environment that nurtures each child’s sense of being, belonging, becoming (as per the Framework).

- Staff, students, volunteers and children communicating respectfully to one another and in no way degrading, endangering, exploiting, intimidating or harming a child’s psychological or physical stature.

- Treating each child as an individual and a member of the group.

- Encouraging each child to develop at their pace to reach their potential in social, emotional, physical and intellectual development.

- Incorporating differing cultural aspects and developing a greater awareness and understanding, respect and belonging with those among us.

Having active communication between staff, children and parents enables successful planning to achieve the points above.

ABOUT THE PROGRAM

3C Kidz Care operates an Outside School Hours Care Program which covers Before School Care, After School Care and Vacation Care programs.
The program is licensed by the Department of Education and Early Childhood Development. Users of the program may be eligible for Childcare Assistance; applications can be made through Centrelink (phone 13 61 50).

It is vital that all relevant information is completed correctly on the enrolment form, as this will help 3C Kidz Care to provide the best possible care for your child/ren. Children will not be able to attend the program without a completed enrolment form. Please ensure that all emergency contacts are aware that they may be contacted in the case of an emergency.

**PRIORITY OF ACCESS**

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has “Priority of Access Guidelines” for allocating places in these circumstances. The guidelines only apply to Child Care Benefit approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

Every Child Care Benefit approved child care service has to abide by the guidelines and inform you about them when you enroll your child into care.

**Priorities**

- **First Priority**: a child at risk of serious abuse or neglect
- **Second Priority**: 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'
- **Third Priority**: 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 which include an individual whose adjusted taxable income does not exceed the lower income threshold of $42,997 for 2014-2015, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

**Outside School Hours Care**

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

**Employer sponsored places**
If a child care service is funded by an employer for their employees’ children it can give priority to those children.

**ENROLMENT PROCEDURE**

It is preferred that initial enrolment into 3C Kidz Care OSHC program be done in person by a parent/s or guardian/s. This gives the children and parents the opportunity to meet staff, collect forms and familiarise themselves before their attendance. A non-refundable enrolment fee of $30 applies. This will be processed when enrolment forms are submitted. A child may only attend the program once written confirmation of enrolment has been issued. Enrolments may take up to a week to process, please add an extra week if your child has asthma, allergies or has a development delay or disability. This will allow sufficient time for a “Risk Minimisation Plan” to be drafted.

Re-enrolments for the following year will be taken from September. All families must re-enrol in the program if they wish to secure a place for their child/ren and a non-refundable re-enrolment fee of $20 must be paid before any child can attend the program. Places will be allocated based on the priority guideline.

**FORMS**

Enrolment forms can be obtained from the 3C Kidz Care staff at your school or from the Casey City Church Office. Parents can hand in the forms to the Centre (these will only reach the office on the following Monday), or alternatively they can be scanned and emailed to 3ckidzcare@caseycc.org.au

3C Kidz Care requires new enrolment forms to be completed each year. An enrolment form for a **first time booking**, must be received by our office **7 days prior** to the required start date.

Please ensure the following have been done:

- All sections are completed and signed.
- Emergency contacts are notified and reliable. A minimum of 2 emergency contacts must be provided on the enrolment form. These must be contacts other than the parents.
- Designate who is to pick up your child/ren, please provide a minimum of 2 contacts. These are referred to as “Authorised Nominees” on the enrolment form.
- All medical and behavioural information is completed including doctor’s name and contact number.
- Copies of immunisation certificates MUST be attached.
- If your child/ren have asthma or are at risk of anaphylaxis, an Emergency Management Plan must be attached.
- Inform us of any changes to contact numbers and addresses, including emergency contacts.
- Attach a copy of any custody orders; to be kept in a lockable file.

Once our maximum number for each service (on any given day) has been reached, any enrolments above this number will be placed on a waiting list. If a place becomes available the Administrator will contact the relevant family and inform them of the available place.

The enrolment form must be completed prior to your child’s attendance at the program. It is the parent’s responsibility that all the information is correct as this ensures that the best care can be provided to your child/ren. Information should be updated as soon as information has changed so your child’s safety is not in jeopardy.
Information can be updated in written form via email to 3ckidzcare@caseycc.org.au

**Written notice** is required to change a permanent booking for the OSHC program. 3C Kidz Care requires at least two weeks notice when families are reducing or cancelling their care. If two weeks notice is not given, families will be charged for the two weeks. It is very important that you advise the staff if your child/children will be attending in the notice period. If you wish to increase the number of days required please also inform 3C Kidz Care in writing, via email.

**BOOKING PROCEDURES**

Children can be booked into care as permanent or casual users.

**Permanent bookings:** mean that your child/ren has/have set days of attendance as recorded by you on the enrolment form or notified via email. When you first make a permanent booking you must telephone or visit the OSHC Office and speak to the Administrator.

Permanent bookings incur a session charge even when your child has an approved absence from care, in order to ensure their place is held. If your child is having a long absence (eg. holiday or prolonged sickness) continuing to pay the fees ensures your place is held. Usual charges apply on public holidays that fall on school days. If you cancel a permanent booking, that place is available to someone else as a permanent or casual place.

**Casual bookings:** refer to anyone who requires care at short notice or on an irregular basis. If you do not make a permanent booking when you enrol, the Administrator will assume that your child requires casual care. Requests for casual bookings must be made in writing to 3kidzcare@caseycc.org.au Casual places are subject to availability.

Waiting list: if there are no available vacancies your child will be put on a waiting list in case a child is absent. As soon as we are advised of a vacancy we will notify you.

**SIGNING IN & OUT ATTENDANCE SHEET PROCEDURE**

- **ALL CHILDREN** must be signed in/out of OSHC by their parent or guardian or an authorised person as per their enrolment form.
- A staff member will write the time your child leaves Before School Care and/or arrives for After School Care in the afternoon. Parents or guardians are required to sign and time their child in/out of care.
- Children will not be allowed to leave the OSHC program unless they are with a nominated person. Children will not be allowed to leave alone.
- If staff suspect that a nominated pick up person is under the influence of a substance i.e., drugs or alcohol, be advised staff will not release the child or allow them to leave the premises. If the person(s) become violent the police will be called and a report will be filed at the centre and possibly with the police.
- If you need an unauthorised person to collect your child/ren you are required to send a letter or email to give authority for this person to collect your child/ren. If you need to notify us by phone, the call must be followed by written confirmation as soon as practicable. A phone call only allows this person to pick your child/ren up on that particular day. If you wish this person to be added to your contacts list you must notify the Administrator in writing. If a person is picking up your child/ren following a phone call, they must show their ID (driver’s licence) at the centre before the child/ren will be released to their care. The ID will be noted on the roll.
Parents please notify 3C Kidz Care office if your child/ren is/are not attending a nominated day of care as this allows children on the waiting list or casual users to attend. Attendance days are generated from the enrolment form or written communication to the 3C Kidz Care office. If your child requires casual care you need to contact the 3C Kidz Care office on a weekday to request attendance. You will be notified when, and if, a place is available.

**COLLECTION PROCEDURE**

- At Hillcrest, children will meet a 3C Kidz Care staff member at the meeting point in the Junior School Courtyard and have their name marked off a roll. The children will all walk together into the Early Learning Centre, accompanied by a staff member. For the first term, or longer if required, Prep children will be walked to their classrooms in the mornings, and collected from their classroom after school.
- At St Catherine’s students are asked to meet 3C Kidz Care staff in the Sienna Room. Children will have their name marked off the roll before heading inside to the rest of the group.
- At Rivercrest, children meet at the Prep/Grade 1 Building.
- At Waverley, children will meet in the Primary Library to be signed in. At approx. 3.45pm they will head to the Primary Art Room.
- At Bayside, children will meet at the front of G2 to be signed in.
- At Chairo, children will meet at the Language centre to be signed in.
- At Mount Evelyn, children will meet outside the PUMP Room to be signed in.

**FEES ARE TO BE PAID WEEKLY**

It is vitally important that fees are paid on time as we work within a very tight budget. If you are having difficulties please discuss this with the Administrator.

If you have not paid your fees for normal ASC & BSC by the end of the term your child will not be allowed to book in for care the next term. Children will NOT be accepted back into the program until all accounts are settled. All unpaid fees will be placed in the hands of our Accounts Manager.

*If the account is not paid within 14 days it will be referred to a debt collection and/or law firm for collection and will be liable for all additional costs and charges incurred as a result.*

**FEES & FEE STRUCTURE**

Our 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 subject to change to cover the cost of the program. Fees are charged per session and are calculated in the following week to ascertain the previous week’s payable fees.

Fees are payable weekly. Parents must provide the program with accurate bank account details when they enrol their child/ren with 3C Kidz Care. Payments are processed through ChildCareEasyPay. Please complete the payment section within the enrolment form. Payments are debited from your nominated bank account or credit card. Payments will appear on your account as “CHILDRCARE PAYMENT CEP AUSTRALIA AU”. Payments are processed weekly. Please ensure you notify our Administrator when your card is renewed and that you have sufficient funds in your nominated account as declined transactions will incur an administration fee of $15. If you cannot pay your account for some reason please contact the Administrator.
Children whose normal booked day falls on a public holiday will be charged as a normal day. CCB is payable on public holidays.

**ABSENCES**

Each child is eligible to receive CCB for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances (includes public holidays). Once the initial 42 absences have been exhausted, additional absences may be claimed in certain circumstances. Please call the Family Assistance Office if you have any queries. Total number of Year To Date absences is recorded at the bottom of the 3C Kidz Care invoice, and details of these absences is available to parents through the online services section of Centrelink’s website.

**FOR FEE INFORMATION PLEASE REFER TO THE IMPORTANT INFORMATION DOCUMENT FOR YOUR CENTRE**

**CANCELATION OF SERVICE**

If you have made a permanent booking at the program and you wish to cancel it you must provide **two weeks written notice** to the Administrator. Verbal notice to centre staff is not sufficient to cancel a booking.

**PAYMENTS**

Payments are processed through Child Care Easy Pay. Kindly complete the payment section within the enrolment form. Payments are debited from a nominated bank account or a credit card. Payments are processed weekly on Wednesdays. This day may vary depending on public holidays. Payments will appear on your account as ‘CHILDCARE PAYMENT CEP AUSTRALIAAU”. Declined transactions will incur an administration fee of $15.

All Vacation Care fees including additional costs per day must be paid prior to commencement unless prior arrangements have been made with the 3C Administrator. Vacation Care fees include all in-centre activities unless otherwise specified.

**CHILD CARE BENEFIT (CCB) / SUBSIDY**

Victoria has the first quality assured program for outside school hour care services in the world to be linked to child care funding (CCB). The CCB is accessible to all families, as the programs at this service are funded by the Commonwealth Government and registered with the Department of Human Services. All relevant forms can be obtained from the Australian Government Family Assistance Office via the Internet (http://www.humanservices.gov.au/customer/themes/families?from=theme-bar) or phone Centrelink on 13 61 50.

Parents can register by phone or in person with the Family Assistance Office on 13 61 50. Please quote the service registration CRN: 407 256 744B.

This subsidy is reviewed annually at the beginning of each year. It is the parent(s) / guardian(s) responsibility to inform Centrelink of any changes to income and to reapply each year for this assistance. **Failure to do so will result in full fees being charged.**
LATE COLLECTION FEE & PROCEDURE

Parents are expected to pick up their child/ren on time. All children are to be collected from the program no later than the program’s specified closing time. Failure to do so will incur a penalty fee of $15 for every 15 minutes or part thereof. Please note this rate is charged per child. When a child/ren is/are not collected by the program’s specified closing time, staff will endeavour to contact parents or emergency contact persons. If no contact can be made with the parents/guardians or emergency persons nominated, the following procedure will be adhered to:

• If we have not heard from any of the contacts or parents/guardian by one hour after the program closes we will call the Police. During this time we will be continuing our efforts to contact someone authorised to collect the child/ren.
• If there is still no response by one and a half hours after the program closes we will contact the Department of Human Services, Children’s Services Protection Service and Police.
• At the advice of the Department of Human Services, Children’s Services Protection Service and Police the Coordinator will leave a contact number on the door of the OSHC program for you to contact the caregiver and make arrangements to collect you child. We will try to arrange for a member of the Police force to be present when you collect your child at which point you or your emergency contact will need to provide identification.

PLEASE INFORM STAFF IF YOU ARE RUNNING LATE OR TRY TO MAKE OTHER ARRANGEMENTS FOR COLLECTION. Staff can be contacted during program hours on the centre mobile phone as listed above on Page 2.

EXCURSIONS – TRANSPORT

Excursions will be planned during vacation care. One excursion will be run per fortnight. 3C believes excursions are valuable for children to experience and better understand the world around them and to increase their enjoyment of the time they spend in the holiday program.

Supervision
Children will be supervised in small groups during excursions. The staff/child ratio for excursions is 1:8. The staff/child ratio for swimming is 1:5. Staff will be vigilant in actively supervising children at all times.

Risk Assessment
A risk assessment will be undertaken before excursions are approved. Copies of the risk assessment will be provided to management and all staff attending the excursion. If risks are assessed to be extreme and the activity cannot be modified to reduce the risk, the excursion will be changed for a different one.

Bus Transport
All children are transported to and from excursions on a seat-belted bus. Children are expected to remain seated with their seatbelt fastened at all times while the bus is in motion. ALL children requiring a booster seat in a car MUST provide a booster seat for the excursion.

Safety on the bus
Bus safety is discussed with the children before each excursion. Please ensure your child/ren is/are aware of these safety requirements;
• Respect the driver, staff and other children.
• No eating, drinking, jumping, bad language, yelling or fighting on the bus.
• Be aware of the safety of everyone especially when getting on and off the bus.
• Wait until the bus has stopped before taking off your seatbelt.
• Enjoy your ride in a safe and responsible manner!

Activities
Excursions will only be planned to venues and activities in keeping with 3C Kidz Care’s values.
Regular outings
3C Kidz Care does not regularly take the children off site apart from Vacation Care excursions. In an emergency the Emergency Management Plan will be followed.

Requirements
Children are required to wear name tags during excursions.
Staff must wear their 3C Kidz Care uniform and lanyard.
Staff are required to take charged mobile phones if they have them.

Items to be taken on excursions
Contact list
Roll
Charged centre phone
First aid kit and children’s medication
Water
Incident Report Forms
Permission forms signed by parents

Excursion Authorisation
A child must not be taken outside an education and care service, family day care residence or family day care venue on an excursion unless authorization is given by the child’s parent or other person named in the child’s enrolment record (regulation 102(4)).
The authorization must state the child’s name and:
• The reason the child is to be taken outside the premises;
• The date the child is to be taken on the excursion;
• A description of the proposed destination for the excursion;
• The method of transport to be used for the excursion;
• The proposed activities to be undertaken by the child during the excursion;
• The period the child will be away from the premises;
• The anticipated number of children likely to be attending the excursion;
• The anticipated ratio of educators to the anticipated number of children attending the excursion;
• The anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and
• That a risk assessment has been prepared and is available at the service (regulation 102(4)(k)).

PARENT INVOLVEMENT
Parents are encouraged to check in each week or so and allow some time to speak with staff letting us know of any changes or events coming up at home which may affect your child in some way. Likewise staff will inform you regarding your child’s time at the service.

High level: Attend and volunteer for excursions, program surveys, aid OSHC staff with celebrations and festivals.
Medium level: Attend Open Days & Information Nights, fill in surveys.
Low level: Fill in questionnaires, surveys & evaluation forms.

STAFFING AND QUALIFICATIONS

Staffing:
The National Quality Standards require the following staff ratios:
At the program - 15 children to 1 staff member
Excursions - 8 children to 1 staff member

Qualifications:
Our staff qualifications:
Supervisor – Diploma in Children Services or higher
Assistants – Holding or studying Certificate III Children Services or higher.

Supervisors will meet weekly to discuss activities and programming in response to children’s needs. General staff meetings will be held bi-monthly.

3C Kidz Care may take on students from Community Institutes eg. TAFE or Universities during the year as a requirement of their course under the supervision of our qualified staff.

Relief staff:
Relief staff are required when regular staff are absent due to holiday or illness. Every endeavour will be made to use 3C staff. However at times it may be necessary to employ agency relief staff.

Volunteers:
The OSHC program may use volunteers from time to time, but they will not be counted in the child/staff ratio and will not be paid.

Students:
Students from tertiary institutions are placed in OSHC settings to gain practical knowledge and experience in their field. They are required to complete certain tasks relating to the program. Work experience students from secondary schools are accepted from time to time.

Tertiary and Secondary students at OSHC program are:
  a) Under the Supervisor’s direction
  b) Never left in charge or out of sight of a staff member
  c) Not permitted to give advice to parents
  d) Do not replace any paid OSHC staff member; they are not counted towards the child / staff ratios
  e) Not permitted to administer medication
  f) Not invested with staff authority.

CHILD ORIENTATION AND INDUCTION POLICY

• When new children arrive at the program we endeavour to make sure that they settle in as quickly as possible and with the least amount of disruption.
• We strive to build a good rapport with all new children in order to make them feel welcome and safe when introducing them to the OSHC environment.
• Upon enrolment we encourage parents if possible, to bring their children along to a session before they start so that we can get to know both the parents and the child/ren, and so they can observe how the program runs on a daily basis.
• If you have any concerns about your child/ren’s transition into our program, our staff will be more than happy to discuss these issues with you.

ATTENDANCE BY ELC AND PREP CHILDREN

The OSHC program staff will make every effort to ensure that all prep children are successfully integrated into the program. A staff member will take or collect the child from their classroom for the first term of each year.

When making permanent bookings for ELC and PREP children, please be specific in your booking requirements. Your booking should state the exact start date of bookings, bearing in mind that the children have short days and no school days in the first few weeks of each year. Afterschool care is only provided from the time that the whole school closes, so if the ELC have a day that ends early (e.g. midday or 1pm), you will need to make arrangements to collect them.
SUN SMART POLICY

Our Sun Smart Policy has been developed to ensure that all children attending 3C Kidz Care are protected from skin damage caused by ultraviolet radiation (UV) rays as advised by the Anti-Cancer Council of Victoria.

3C Kidz Care OSHC program aims to:
- Maintain a safe OSHC environment which provides sun protection for children and staff.
- Encourage children and staff to wear protective clothing, hats, sunglasses and sunscreen during high risk times.
- Increase awareness of skin cancer and other health issues related by damage by sun.
- Develop appropriate personal strategies and habits about sun protection.

The policy is effective from September to April inclusive.

3C Kidz Care 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. Children who don’t have hats will be required to stay indoors or sit under shaded areas while outside.

Sourced from the Cancer Council Australia www.cancer.org.au

CLOTHING POLICY

Please ensure your child is clothed properly, including suitable footwear, especially on excursions. NO THONGS or SLIP ON SANDALS are allowed at the program. Hats must be worn for outside play from September to April, as per our Sun smart Policy. Sunscreen will be supplied at the program for child/ren to use. If you wish to provide a specific kind of sunscreen for your child to use please feel free to do so. Please ensure your sunscreen is labelled with your child’s name. A waterproof jacket is required for winter. Please name all articles of clothing.

Hot & Summer:
Sun hats, t-shirts that cover the shoulders, thigh level shorts and skirts near the knee with gym pants or bike shorts.

Cold & Winter:
A warm coat, beanie or warm hat and sturdy waterproof footwear for outdoor play.

Shoes:
Shoes need to be comfortable, well-fitting and suitable for all outdoor play and climbing. Hence thongs, clogs or any slip on shoes are not allowed for safety reasons.

Lost Property
All clothes should be clearly labelled so that they can easily be returned to children. All items left at the end of term will be sent to charity organisations.

FOOD & NUTRITION POLICY

3C Kidz Care OSHC staff will provide the children with an environment where a healthy lifestyle and healthy eating is paramount. We understand that for children to keep their energy levels up and to survive their hectic days at school they need a variety of foods according to their age, gender and physical activity levels.

- We will endeavour to offer a variety of nutritional foods on a daily basis, consisting of the five food groups.
- Water will be available to the children at all times.
- Children who have special diets based on allergies, cultural beliefs or other needs will be considered when planning menus.
• We endeavour to meet individual and family needs, however, the health and safety of children who are in care may, at time, come into conflict with cultural or family beliefs. 3C Kidz Care reserves the right to promote the nutritional needs of children in care at all times.
• Where children have food allergies confirmed by a medical practitioner, 3C Kidz Care will actively adhere to the medical recommendations, and ensure that is is communicated to those persons who directly care for the child.
• In the event that a diagnosed medical condition requires a dietary intake of certain food that are in conflict with national nutritional guidelines 3C Kidz Care will make an exception for that child.
• We welcome any input from parent/guardians in helping us prepare a suitable menu for their child/ren.
• We aim to provide the children with the opportunity to try foods that are new to them or may come from different countries. We aim to promote nutrition, food safety, good eating behaviours and awareness of current health issues within society.
• We will ensure that meal times are conducted in safe, clean, positive environments that promote meaningful interactions between children and other persons.
• Foods containing nuts will not be allowed in the program.

Food routines at the program:
• If children require any special food items (such as soy milk, gluten free, etc.) we ask that parents notify staff and make arrangements. Specialised foods can be provided by parents for their child/ren.
• Breakfast will be offered between 6.30am and 8am. (6.30am – 7.30am at centres where school starts earlier). Children will be offered healthy cereals, wholemeal toast, milo, milk and water. High sugar or fat cereals will not be offered. High sugar juices will not be part of the program.
• Afternoon tea will be offered between 3.30pm – 4:30pm. Fruit and vegetables will be provided for the children first. After this, a further small snack will be offered that aims to contribute to their daily nutritional requirements. This may include some the following snacks: vegetables, crackers, dips, sandwiches, soups, sweet and savoury muffins, jelly, biscuits etc. This snack is not offered as a replacement for dinner. Portion sizes will be appropriate to the child’s nutritional needs.
• When warm drinks (e.g milo) are offered, they will only be heated to warm, not hot temperatures. Depending on the microwave, no more than 30 seconds in the microwave.
• ‘Hot foods’ (e.g. soups, nachos, etc.) served by the program will be allowed to cool before serving.
• Food brought from home that requires heating will not be heated.

Food Handling:
• Staff hold Food Safety Handlers Certificates and follow food safety practices, including hand washing and food preparation.
• Staff wash hands and wear gloves to prepare and distribute food for the children.
• Fruit and vegetables scraps are collected for composting and stored away from food to be consumed.
• Any cooking with the children needs to follow strict food handing regulations.

Food brought from home:
• OSHC and food handling requires that any food brought into the centre for sharing be discussed with the Supervisor before hand. Birthday Cakes should be purchased and ensure the nutritional information and ingredients label is present and matches the product. No cakes, cupcakes, lolly bags, etc made at home will be allowed, consumed or passed on to the family by any child in the service.
The environment:
- All children are required to remain seated at the table during afternoon tea for safety and to promote good manners and consideration for others.
- Children are encouraged to make suggestions for the afternoon tea menu each week.
- Children may be given the opportunity to prepare food and cook.
- Cultural events and practices are celebrated.
- Children are supervised while they eat their breakfast and afternoon tea (and morning tea and lunch during Vacation Care and Curriculum Days).
- Children are not allowed to share food with one another.

Menu Planning
- The menu should reflect a wide variety of nutritious foods such as:
  - Plenty of vegetables, legumes and fruits;
  - Cereals (preferably wholegrain), which include breads, rice, pasta and noodles;
  - Lean meats, poultry and fish (or protein alternatives);
  - Dairy products, which includes milk, cheese, yoghurts;
  - Plenty of opportunity to drink water;
  - Foods containing calcium and iron, and low in salt; and
  - Moderate amounts of sugars and foods containing added sugars or artificial sweeteners.
- The menu will be planned by the supervisors.
- Parents and children are encouraged to give feedback via email, and verbally.
- Children will be asked regularly for menu suggestions. However, staff understand that children will sometimes make unhealthy suggestions and these will not generally be implemented. Children will be encouraged to make healthy suggestions.

Minimising the risk of choking
- Children must be seated while eating.
- Children must be actively supervised while eating.
- Foods that pose a higher choking risk (e.g. carrots and apples) will be finely sliced.
- Staff are first aid trained.

Defining, determining and monitoring an allergy
- If children have an allergy to certain foods, an action plan, that has been provided by parents and signed by a doctor, will be displayed on the wall.
- Staff are aware of individual children's allergies and intolerances.

Anaphylaxis first aid plan
  Please refer to the service’s First Aid Policy.

Staff
- Staff have read the food and nutrition policy.
- Staff are aware of individual children's nutritional needs.
- Staff will model healthy eating behaviours and attitudes to the children.
- Staff will not consume high sugar and high fat foods in front of the children.
- During vacation care, staff will praise children who have healthy lunches and snacks.
- Staff will use safe food handling practices.

HEALTH ISSUES AND MEDICATION POLICY

Staff have current First Aid and CPR Certificates. All staff are trained in First Aid, Asthma Management & Anaphylaxis Management. Good practice with regards to the administration of medication is essential to ensure that the appropriate dose of medicine is administered to the
child. Medication includes all prescription and over the counter drugs. In order to ensure that the interests of the staff, children & parents/guardians are not compromised, medication will only be administered with written permission from a parent/guardian.

- 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 will be notified and the accident report will require the parent, guardian or approved person's signature at the end of the day.
- If your child becomes ill whilst in our care, the parent/guardian 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. If you are unable to be contacted, we will notify your emergency contact person.
- If your child is asthmatic, we must have an asthma management plan from your doctor on file. This plan must contain a recent photo of your child.
- If your child is at risk of anaphylaxis, we must have an anaphylaxis management plan signed by your doctor and an EpiPen® or EpiPen Jr®. This action plan MUST be in colour and MUST contain a recent photo of the child.
- Medication will only be issued from the original container with the label intact. Medication must have the prescription label attached with the Doctor's and child's names and correct dosage for administration. All medication must be handed to staff and a consent form filled in and signed. All medication will be administered in accordance with the National Standards of outside School Hours Care (June 1995).
- An ambulance will be called in case of extreme illness or accident.
- PLEASE DO NOT SEND A CHILD WHO IS ILL OR WHO YOU SUSPECT IS ILL.
- A copy of the Head Lice Policy is included in all enrolment packs and must be signed and returned to the centre with the enrolment form.

**INFECTIOUS DISEASES AND EXCLUSION POLICY**

The Outside 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. 3C Kidz Care will ensure that the policy is practiced. The OSHC program will practice correct hygiene and follow requirements from State & Commonwealth legislation.

3C Kidz Care will ensure that parents/guardians/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.

Parents please refer to the Health Commission of Victoria Pre-School Development Branch of Infectious Diseases along with the following:

<table>
<thead>
<tr>
<th>Disease or Condition</th>
<th>Exclusion of Cases</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis</td>
<td>Exclude until diarrhoea has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>(Entamoeba histolytica)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campylobacter</td>
<td>Exclude until diarrhoea has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Chickenpox</td>
<td>Exclude until fully recovered or for at least 5 days</td>
<td>Any child with an immune deficiency (for example, leukaemia)</td>
</tr>
<tr>
<td></td>
<td>after the eruption first appears.</td>
<td>receiving chemotherapy should be excluded for their own</td>
</tr>
<tr>
<td></td>
<td>Note that some remaining scabs are not a reason for</td>
<td>protection. Otherwise not excluded.</td>
</tr>
<tr>
<td></td>
<td>continued exclusion.</td>
<td></td>
</tr>
</tbody>
</table>

Parents please refer to the Health Commission of Victoria Pre-School Development Branch of Infectious Diseases along with the following:
<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclude Until Conditions</th>
<th>Not Excluded Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conjunctivitis (Acute infectious) Diarrhoea</td>
<td>Exclude until discharge from eyes has ceased. Exclude until diarrhoea has ceased or until medical certificate of recovery is produced.</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.</td>
<td>Exclude family/household contacts until cleared to return by the Secretary.</td>
</tr>
<tr>
<td>Haemophilus type b (Hib) Hand, Foot and Mouth disease Hepatitis A</td>
<td>Exclude until medical certificate of recovery is received. Until all blisters have dried</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>Human immunodeficiency virus infection (HIV/AIDS) Impetigo</td>
<td>Exclusion is not necessary unless the child has a secondary infection</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</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>Leprosy</td>
<td>Exclude until approval to return has been given by the Secretary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Measles</td>
<td>Exclude until at least 4 days after the 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 (bacteria) Meningococcal infection</td>
<td>Exclude until well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td></td>
<td>Exclude until adequate carrier eradication therapy has been completed.</td>
<td>Not excluded if receiving carrier eradication therapy.</td>
</tr>
<tr>
<td>Disease</td>
<td>Exclusion Requirements</td>
<td>Not Excluded</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for 9 days or until swelling goes down (whichever is sooner).</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, pediculosis (head lice)</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>Severe Acute Respiratory Syndrome (SARS)</td>
<td>Exclude until medical certificate of recovery is produced.</td>
<td>Not excluded unless considered necessary by the Secretary.</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 child feels well.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Trachoma</td>
<td>Re-admit the day after appropriate treatment has commenced.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Typhoid (including paratyphoid fever)</td>
<td>Exclude until approval to return has been given by the Secretary.</td>
<td>Not excluded unless considered necessary by the Secretary.</td>
</tr>
<tr>
<td>Verotoxin producing Escherichia coli (VTEC)</td>
<td>Exclude if required by the Secretary and only for the period specified by the Secretary.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Whooping cough</td>
<td>Exclude the child for 5 days after starting antibiotic treatment.</td>
<td>Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.</td>
</tr>
<tr>
<td>Worms (Intestinal)</td>
<td>Exclude if diarrhoea present.</td>
<td>Not excluded</td>
</tr>
</tbody>
</table>

Exclusion of cases and contacts is not required for Cytomegalovirus Infection, Glandular fever (mononucleosis), Hepatitis B or C, Hookworm, Cytomegalovirus Infection, Molluscum contagiosum, or Parvovirus (erythema infectiosum fifth disease).

_Fever_: when a child has a fever, it is usually an indication of an infection in their system. Many other illnesses have indicators of high temperature, so fever-reducing measures should be taken. Your child will not be able to attend the OSHC service until they have been fever free for
24 hours. Remember to watch your child for other symptoms and see your doctor if the fever lasts for more than 24-48 hours.

**Diarrhoea:** A child who has watery stools should not attend the service until he/she has been free of diarrhoea for 24 hours. If however they have a reaction to medication or condition that regularly causes diarrhoea please alert the staff to this when the child attends and note it on the enrolment form.

**Vomiting:** A child who is vomiting should be kept home for at least 24 hours after vomiting has stopped. Micro-organisms that cause vomiting and diarrhoea are highly contagious and will spread throughout the service rapidly.

**Contagious Conjunctivitis:** Is an infection of the eyes, characterised by redness, a yellow discharge and watering. This condition requires specific treatment. An infected child should be kept at home for 24 hours after the start of the medication or until all the discharge has stopped.

**Impetigo (School sores):** Is a contagious skin infection characterised by crusted sores that usually appear first on the face area. This condition requires specific treatment. An infected child should be kept at home until the sores have healed or treatment has started and the sores are covered.

**Pediculosis (Head Lice):** Children should be excluded until treatment has been commenced. Other members of the family should also be checked and treated.

**Cold Sores (Herpes Simplex):** These are painful sores around the mouth. The child will usually have a fever at the same time. This condition requires medical treatment if the infection is severe or of the sores become secondarily affected. The child should be excluded until the sores have healed particularly where there is a risk of the child coming into contact with small babies.

**Hand-Foot-Mouth Disease:** Is a highly contagious infection that needs medical treatment. It consists of small lesions that tend to spread quickly on the side of the tongue, around the check region or on the hands or feet. Children need to be excluded until fully recovered and all lesions have dried out completely.

**Croup:** Croup features a harsh barking cough and a noisy harsh sound when breathing. This is caused by vibrations of the air as it passes through a narrowed inflamed larynx. Medical advice should be sought. Incubation period is for 2-4 days. A child is infectious prior to onset of symptoms and during the illness. Children need to be excluded until fully recovered.

**Whooping Cough:** Whooping cough is a highly infectious disease. The illness begins with cold like symptoms which progress to a cough. After several days severe coughing fits may occur which include a high pitch crowing when inhaling. Medical treatment is essential in the treatment and cure. A child is highly contagious during the early stages. Children need to be excluded until well and have been on antibiotic treatment for at least 5 -7 days.

**CHILD PROTECTION POLICY**

3C Kidz Care upholds a commitment to safety, wellbeing and the best interests of all the students who attend the program. We recognise that people who are subjected to abuse are harmed by it; therefore if under any circumstances there is suspected or actual abuse, or risk of harm to a student, the following procedures will apply:

1. Any evidence of child abuse or any disclosure to staff will be acted upon immediately by the Supervisor in consultation with Management (in person or over the phone) in line with Mandatory Reporting Legislation.
2. Staff are to record any concerns when dealing with actual or suspected “child at risk” cases.
3. Management will then contact relevant family members and other governing authorities.

**How to report child Physical Abuse:**
- Contact the Department of Human Services – Child Protection, Southern Suburban LGA, Telephone 1300 655 795 / (03) 8765 5444 or the 24-hour Child Protection Crisis Line 131 278 to report your concerns.
- The protective worker will ask for the following information:
  - The child’s name, age, family circumstances and spoken language.
  - Your reasons for believing that the child has been physically abused.
  - Whether the family and/or alleged perpetrator is aware of the report, and whether the non-offending parent knows of the abuse and has taken any action for child.
  - Your relationship with the family.
  - Any other information that you may consider relevant.

In order to provide a safe environment for all children attending the program all staff will undergo a Working with Children check (WWC).

Sourced from the Department of Human Services, June 2007

**Child and family services information, referral and support teams**
Knowing how and where to access the service system, or making an appropriate referral can be challenging. To make it easier to access family services, a clearly identifiable point of entry has been established.

There are 24 Child and Family Information, Referral and Support Teams (Child FIRSTS) across the state. Each Child FIRST provides a central and referral point to a range of community-based family services and other supports within each of the Child FIRST catchment areas.

**Victorian Child FIRST catchment**
Child FIRST ensures that vulnerable children, young people and their families are linked effectively into relevant services and may be the best way of connecting children, young people and their families to the services they need.

Factors which affect a child’s safety, stability or development are:
- Significant parenting problems that may be affecting the child’s development.
- Serious family conflict including family breakdown.
- Families under pressure due to a family member’s physical or mental illness, substance abuse, disability or bereavement.
- Young, isolated and/or unsupported families.
- Significant social or economic disadvantage that may adversely impact on a child’s care or development.

Use the table below to find your local Child FIRST referral number according to which local government area the child/young person and family you are concerned about are in. If you are not sure which local government area the family you are concerned about lives in, visit the Department of Planning and Community Development’s Find your local council page.

In some areas referrals about Aboriginal children and families can be made directly to an Aboriginal organisation, as indicated with a star (*) in the table.

**Local Government Area**
**Child FIRST referral number**

<table>
<thead>
<tr>
<th>Local Government Area</th>
<th>Child FIRST referral number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardinia</td>
<td>(03) 9705 3939</td>
</tr>
<tr>
<td>*Cardinia – Aboriginal children and families</td>
<td>(03) 9794 5973</td>
</tr>
<tr>
<td>Casey</td>
<td>(03) 9705 3939</td>
</tr>
</tbody>
</table>
BEHAVIOUR GUIDELINES

Each child chooses to make good choices.

In OSHC, we:
✓ Respect God, others and ourselves
✓ Listen to people
✓ Use equipment and games respectfully
✓ Walk to the toilet in pairs

You choose your own behaviour, but there are consequences! Poor choices will result in:
1. A warning
2. Be moved
3. Time Out
4. Fill in an ‘Incident Report’

The order of these consequences may differ according to the child’s age and the severity of the behavior.

CONFIDENTIALITY & PRIVACY

3C Kidz Care OSHC wish to assure parents that all information provided for the service is for operational requirements only. Staffs are required to maintain strict confidentiality and privacy, not revealing information to any unauthorised person regarding staff, children or families.
COMPLAINTS, GRIEVANCES AND APPEALS

The procedure for any complaints, grievances or appeals you wish to make is as follows:

Supervisor

Administrator

Director

Committee of Management

Church Council

Department of Education

National Quality Framework ACEQA

3C Kidz Care OSHC is a Commonwealth funded program with CCB approval and is registered with the Australian Children’s Education and Quality Care Authority and satisfactorily participates in the quality assurance systems. Here at 3C Kidz Care we are committed to the National Quality Framework process and aim to provide quality school aged childcare for all children who access the service. ACEQA has assessed St Catherine’s as meeting the National Quality Standards. Our other centres will be assessed in 2015.

National Quality Standards ensure the quality of care your child receives in an OSHC program. 3C Kidz Care OSHC is involved in undertaking the process of self-study and continuing improvement of the 7 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.

FREQUENTLY ASKED QUESTIONS

Can my child bring toys from home to play with?
Bringing toys from home is discouraged as they often cause conflict and possible unacceptable behaviour. OSHC is not responsible if home toys get lost or damaged. Staff realise that children bring items to school, however we are not responsible for them at the service. While at the service they are to be kept in their bags.
Mobile phones are to be turned off and kept in student’s school bags.
Will my child be watching any DVD’s while at the program?
Children occasionally watch DVD’s in the late afternoon when they are relaxing and waiting for their parents to pick them up. They are also used during Vacation Care as a special treat on certain days. Staff will ensure the content of the film is appropriate for all children attending the service. Only rating C and G will be allowed unless all parents give permission for their children to watch a PG film. A staff member will be watching the DVD at all times. If there is something they deem inappropriate they will use their discretion to stop the DVD, fast forward until it no longer appears and then continue the film or turn the film off.

Can my child do their homework while at the program?
As part of the program OSHC staff will provide a quiet safe area to carry out homework. Staff or peers will aid children with homework whenever possible. However the OSHC program is not responsible for ensuring homework is completed. Parents are encouraged to discuss their child’s individual needs with the child and the Supervisor.

Can my child use a laptop or iPad while at the program?
If a child says homework requires use of these items, the 3C staff will contact the child’s teacher to discuss it. These items are not to be used for games or videos during OSHC. If there is any misuse they will not be allowed to use these items. It is highly recommended that no technology be used during OSHC. 3C will not be responsible for loss or breakage of any iPads or laptops.

What will my child be doing while they are at the program?
Indoor and outdoor play are great avenues for learning. Children learn by touch, sight, taste, and hearing and smell as they discover and master skills during play experiences. Experiences enhance and further develop your child’s physical, cognitive, language, social and emotional developmental skills.

In the OSHC program learning is experienced in direct and indirect manners as children learn with a hands on approach through experiencing, manipulating, questioning and immersing themselves into experiences provided.

Children learn at different rates and in styles. These are influenced by the child’s interests, differences, environment, parenting styles, likes and dislikes. 3C Kidz Care staff respect each child’s independence and encourage them to use their initiative and try everything to increase their awareness of the world and self.

3C Kidz Care considers the multicultural character of the community and the world around us. Staff will endeavour to break down any misleading stereotypes the children may have while maintaining individual respect and support for the children. Staff will endeavour to incorporate many different and changing subjects by organising special events and theme activities.

How can I find out what is being planned each week?
The program is planned on a fortnightly basis. It will be displayed on the parent notice board.

To provide a child-focused program particular experiences may change depending on the children attending and the daily events to allow for spontaneous decisions. Weather can also influence a change to the program.

To ensure the program remains child-focused staff will undertake written observations on the children as this enables OSHC staff to program using developmental knowledge and with the children’s interests.

Do you evaluate the program at all?
A continuing assessment /evaluation of the program will be done on a fortnightly basis by the Director, Supervisor, staff, parents and children as this is a fundamental element of program
planning. Surveys undertaken throughout the year will influence program planning in the future. Children, parents and staff will all have opportunities to input or comment on the program.

A range of survey techniques will be used with the children ranging from formal discussion, asking the children to draw what they like at OSHC, written surveys and children’s interest checklists. We also encourage parents to be part of the evaluation process; if you have any ideas or suggestions please don’t hesitate to write them down or make a time to come and speak with the Supervisor. Occasionally online surveys will be sent to parents.

Does the program celebrate any special days, including birthdays? The OSHC program recognises that celebrations and festivals aid children to learn about people and cultures. To facilitate this, the service will incorporate a range of experiences that reflect the culture during the year. Children are encouraged to educate staff and peers attending the service about celebrated cultural events. We encourage parents to help with such celebrations or cultural festivals.

OSHC and food handling requires that any food brought into the centre for sharing be discussed with the Supervisor beforehand. Birthday Cakes should be purchased and ensure the nutritional information and ingredients label is present and matches the product. No cakes, cupcakes, lolly bags, etc. made at home will allowed, consumed or passed on to the family by any child in the service.

If you have any further questions please contact our office on 03 8790 3921 or 3ckidzcare@caseycc.org.au.

Thank you for allowing us to partner with you in the care of your children.