



## **Bairnsdale and St Anne's Campus After School Care Policy**

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### **Purpose**

The After School Care Policy (ASC) is required to provide clear processes and guidance, identify risks and how they will be addressed at our St Anne's and Bairnsdale ASC programs.

### **Scope**

This policy applies to the ASC programs at St Anne's and Bairnsdale Campuses. Gippsland Grammar After School Care is open to all Gippsland Grammar students from ELC Reception to Year 6. Bairnsdale Campus After School Care is located in the James Beard Centre. St Anne's Campus After School Care is located on the southern side of St Anne's main school building. The St Anne's After School Care program is run by Sherpa Kids Gippsland with the service name Sherpa Kids Grammar. Therefore, the program is run under the policy and procedures of Sherpa Kids Gippsland and this policy reflects this. Both After School Care services operates Monday, Tuesday, Wednesday, Thursday, and Friday during school terms.

Bairnsdale Gippsland Grammar ASC program operates as a licensed center under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011. As such, both programs are overseen by the Department of Education and Early Childhood and is subjected to assessments by the Australian Children's Education and Care Quality Authority. St Anne's Campus ASC program is facilitated by licensed provider Sherpa Kids Gippsland, under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

The Gippsland Grammar After School Care programs follow the Framework for School Age Care in Australia, 'My Time, Our Place', developed by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

The Framework provides broad direction for school-age care educators in settings to facilitate children's play, leisure, and learning.

The framework conveys high expectations for all children, which are communicated through the five following Outcomes:

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

### **Related Policies and Procedures/Protocols**

Anaphylaxis Policy

### **Definitions**

ASC – After School Care

### **Policy Statement**

This policy's intent is to clearly outline the process involved in our ASC programs and to keep students attending these programs safe.

### **Code of Conduct**

We would like everyone who attends the Program to be happy, enjoy the activities, learn, achieve and have a good time in a safe environment. To ensure this we have a code of conduct for the children, parents/guardians, and staff to follow.

## St Anne's Campus After School Care

### 1. Procedures

- 1.1. The Program will operate from Monday to Friday from 3.15 pm – 6.00 pm and 8.00 am to 6.00 pm on pupil free days.
- 1.2. The service can accommodate 22 children during each session.
- 1.3. To enroll your child, you will need to complete an enrollment form from Sherpa Kids Grammar. Families can alternatively email [gippsland@sherpa-kids.com.au](mailto:gippsland@sherpa-kids.com.au) for support managing their account.
- 1.4. Activities provided to children are based on child interest to support their personal growth, ensure relationships within their community are nurtured and children are provided opportunities to develop leadership skills within multiple areas. All activities are linked to "My Time, Our Place" Frameworks and can be viewed within service on Program and Reflection Journal.

### 2. Staffing

- 2.1. The service consists of one main educators with a staff ratio of (ELC age 1:11, Primary age 1:15) as per National Regulations. Once these ratios are met we will have two main educators.
- 2.2. The staff consists of a Program Manager(s) and Assistant(s).
- 2.3. All educators maintain full First Aid Training specific to Children's Services, which includes annual updates for CPR and Anaphylaxis.
- 2.4. Sherpa Kids Gippsland is a Child Safe Organisation and requires Educators to complete yearly face to face 'Child Protection' training to ensure the most current information and support is available to educators and families.
- 2.5. Educators hold a minimum level of Certificate 3 in Children's Service or approved equivalent, with Coordinators holding minimum Diploma in Early Childhood Education or equivalent.

### 3. Enrolment

- 3.1. Families can book children on a permanent, casual or short stay basis through Sherpa Kids Gippsland email or via the Service. Information provided is kept strictly confidential. It is the responsibility of the parents/guardians to maintain their enrolment information and make any changes to the details on the enrolment form via email: [gippsland@sherpa-kids.com.au](mailto:gippsland@sherpa-kids.com.au) and or the Service.
- 3.2. Families are required to re-sign enrolment forms annually to ensure information is still true and correct.
- 3.3. Non-school families may enroll their child/children at St Anne's ASC program. They need to observe the enrolment process.

### 4. Parent's Responsibility

- 4.1. It is the parent's or legal guardian's responsibility to:
  - Notify the Program Educator regarding changes in information recorded about a child;
  - Read all the information relating to the Program in order to be familiar with policy information;
  - Sign all enrolment forms, including consent forms and return these to the Program Educator.

### 5. Fees

- 5.1. Fees are charged to family accounts with statements emailed each week.
- 5.2. Bookings, this is per session:
  - Permanent: \$26
  - Casual: \$28
  - Short Stay: \$15

### 6. Priority of Access for Enrolment

- 6.1. As the service only has 22 places available each afternoon, there is no guarantee that requests for care can be met. Bookings are on a "first in" basis, with preference given to permanent bookings.

### 7. Arrival and Collection of Children

- 7.1. The Program's responsibility commences upon the child's arrival in After School Care and ceases when the child is signed out by a parent, guardian or authorised person.
- 7.2. Students in ELC will be met at the ELC by an After School Care educator who will sign them out of the ELC on the parent's behalf and walk the student/s to the After School Care room. Alternatively, an ELC teacher will bring the ELC student/s to the After School Care Room.
- 7.3. Students in Years Prep – 6 will make their way to the After School Care room at the conclusion of the school day at 3.15pm.

- 7.4. All students will have their name marked off the attendance roll upon arrival.
- 7.5. The program requires that each child must be signed out of the Program each afternoon by an authorised person (one listed on the child's enrolment form). This is done by recording the time and your signature on the attendance rolls when you collect your child/children from the Program. If another adult is to collect your child/children, written permission must be given prior to collection, the adult will be required to produce photo identification if Educators are not familiar with the person.
- 7.6. Under no circumstances will a child be allowed to leave the Program without being signed out.

## **8. Late Collection**

- 8.1. If a child is not collected by 6:00 pm, a late fee of \$15.00 will be imposed for the first 15 minutes, with an additional charge of \$1.00 for each minute or part thereof after. These fees reflect the cost of keeping the required minimum of two staff members in attendance.
- 8.2. If a child is not collected by 6:00 pm, attempts will be made to contact the child's parents, guardians or emergency contacts. Should it not be possible to contact any of the listed contacts within 45 minutes of the close of service, emergency arrangements will be undertaken which may include contacting the Police or the Department of Human Services.

## **9. Cancellations**

- 9.1. Sherpa Kids Grammar requires 2 weeks notice of cancellation for permanent bookings for the fee to be waived. Families are asked to contact [gippsland@sherpa-kids.com.au](mailto:gippsland@sherpa-kids.com.au) directly to cancel bookings and ensure that families' accounts are amended immediately.
- 9.2. If a child becomes unwell during school hours and is required to be collected, families are required to call the Service.

## **10. Medical Policy**

- 10.1. Parents/Guardians must ensure that the information given on their child's medical condition is accurate and kept up to date by informing the service of any changes throughout the year.
- 10.2. Families will be asked to provide a Medical Action Plan before the child starts care with Sherpa Kids Grammar. Please speak with Educators to obtain the correct Action Plan for each child.
- 10.3. If a child is undergoing treatment and must take medication during the service hours, a 'Medical Authorisation' form must be completed and handed to the Program Educator prior to the commencement of the session. Staff are not permitted to administer any other medication.
- 10.4. It is requested that the program Educator is made aware of any changes that may occur in the child's home life that may cause any unusual behavior. All information is strictly confidential.

## **11. Asthma**

- 11.1. Children diagnosed with asthma are required to have an Asthma Care Plan and medication always available within the service.
- 11.2. If an asthma attack should occur, Educators will follow the Asthma Care Plan and seek emergency service support if treatment does not improve the child's condition. Families will be notified of the situation at the earliest opportunity.

## **12. Diabetes**

- 12.1. Children who are diagnosed with diabetes are required to have a current Medical Action Plan available within the service. Parents will provide the service with an emergency box with items Educators can use to increase sugar levels when needed.

## **13. Anaphylaxis – Refer to School Policy**

- 13.1. It is important that parents inform the After School Care Coordinator if your child has severe allergies. We enforce a nuts/peanut products free environment, as there may be children with life-threatening allergies to these products.
- 13.2. If there is a child in After School Care with such an allergy, it is our policy that they must have an Anaphylaxis Plan provided by their parent along with an 'in' date auto-injector. The child will be identified to all educators by a photo and written details and all educators will be aware of the location of the auto-injector. The After School Care Educators are trained and accredited in the area of Anaphylaxis First Aid and have received instruction in how to use an auto-injector. All Educators are currently CPR trained. The auto-injector will travel with the Educators as they move around the school.

#### **14. Illness**

- 14.1. If your child is sick while attending the Program, you will be contacted immediately. Facilities to cope with sick children are extremely limited and it is in the best interests of the child to be collected from the Program as soon as possible.
- 14.2. The Program is not permitted to cater to children with contagious diseases, in accordance with Government guidelines

#### **15. Infectious Diseases**

- 15.1. It is important that a child suffering from any infectious diseases be excluded from the program until no longer infectious and well enough to participate.  
In order to prevent the spread of infectious diseases:
- 15.2. Children use separate eating and drinking utensils
- 15.3. Staff use gloves for the treatment of any open wounds and other first aid procedures involving blood or bodily fluids
- 15.4. Toys and equipment are kept clean
- 15.5. Frequent hand washing by staff and children

#### **16. Accidents and Emergencies**

- 16.1. If your child has an accident whilst attending the Program and requires First Aid, it will be administered by a qualified staff member. You will be informed of any such incidents by the Program Educator upon collection of your child and asked to sign the accident report form.
- 16.2. In the case where a child has an injury to their head, educators will contact parents as a courtesy to inform parents of the situation and the wellbeing of their child.
- 16.3. In the event of a serious accident or whereby the Educator deems necessary, an ambulance will be called. Every effort will be made to contact you immediately. A member of staff will remain with your child until you arrive at the hospital. Any medical or ambulance costs incurred will be met by parents/guardian of the child.

#### **17. Water Safety**

- 17.1. Children are given opportunities to have water involved in their play, when practical. They are required to play with it sensibly and within the rules given. If needed, a staff member will supervise the area at all times to prevent any mishaps

#### **18. Sun Safety**

- 18.1. Children are required to wear a hat during all outdoor activities during Terms 1 and 4.
- 18.2. The hat is to be supplied by the parent/guardian and to be kept at the program for continual use. Children without a hat will be required to play in the shade.
- 18.3. Staff will model wearing hats.
- 18.4. Whilst outdoors children will be encouraged to play in shaded areas.
- 18.5. Sunscreen is available to children at all times.

#### **19. Providing a Child Safe Environment**

- 19.1. The Program is set up in an environment that is continually used by children of the School throughout the day. To continue the safety of children while in After School Care, staff will:
  - Survey the areas in which we are providing care, for any dangers or potential mishaps.
  - Make children aware of rules when playing on equipment outdoors, when using equipment, playing in certain areas, and playing with other children to ensure a safe, learning and enjoyable experience.
  - Discard any broken equipment or potentially dangerous resources to your child's health.
  - Make children aware of supervised areas of play.

#### **20. Child Protection and Child Abuse**

- 20.1. Protecting children from abuse is a responsibility and our 'duty of care' to the children.
- 20.2. Staff are committed to ensuring the safety, welfare, and wellbeing of the children at all times during their time at the Program. Staff undertake yearly child protection training to have an awareness about and knowledge of child abuse. Suspected cases of child abuse will be dealt with in a professional manner.

#### **21. Emergency and Evacuation Procedures**

- 21.1. Emergency procedures are displayed at each exit and will be implemented in the event of any emergency in the School. The children are familiarised with the procedures with regular drills each

term. The procedures of Gippsland Grammar are followed but may convert to the After School Care procedure if the Head of Junior School or person in charge, is not on the premises

## **22. Interactions with Children**

22.1. Interactions with all personnel at the service will be positive, supportive and encouraging.

- Children interacting with one another
- Educators interacting with each other
- Educator and child interaction
- Educators and family interactions
- Interaction within the school and community must be respectful and courteous at all times. Interactions that are warm and caring will provide an atmosphere that is best for children to grow, learn and develop as well as support the five (5) outcomes as designed in the After School Care Framework for each and every child. Children's interactions will support the Child Safe Standards and empower all children to speak freely about how they are feeling in a safe environment.

22.1. **Educators will:**

- Take responsibility for applying our Code of Conduct
- Praise and encourage positive behaviour
- Be a good role model
- Accept, respect and value children and their property
- Encourage self-discipline and independence
- Ensure the safety of children and staff

22.4. **Children will:**

- Be encouraged to follow the Code of Conduct in and around the school
- Learn to take responsibility for and accept the consequences of their actions
- Take turns and share
- Stay within given boundaries
- Use good manners when speaking
- Respect others and their feelings
- Inform a staff member when attending the toilets
- Care for the environment
- Respect school property
- Be responsible for moving promptly to After School Care

22.5 **Parents will:**

- Support the After School Care policy
- Co-operate with guidelines
- Respect the needs of After School Care
- Not discipline other children within the ASC environment
- Be punctual in collecting their child/children
- Inform the Program Educator and Customer Service of any absences

## **23. Behaviour Management Policy**

23.1. Educators will support and guide children through their interactions with one another and in groups. Educators have a strong influence on children's learning and development and will role model appropriate communication skills by using a variety of different means. Children need to receive praise, warmth, and care to support their growth and development into young adults.

23.2. Strategies to Support Policy

- Educators working in the service need to ensure that their own interactions with one another are respectful and caring in order to model appropriate skills to children
- Educators will support children with their interactions with one another by being involved in conversations, listening to children, acknowledging and praising children's efforts
- Educators will interact with parents and learn more about strategies used at home that will provide consistency with children's language and development
- Teaching staff will also be consulted to ensure that the school values on communication are adhered to
- Children will be provided with support and encouragement to acknowledge other children's words and interactions
- Activities for the session will be based on children's interests and requests to extend communication with one another
- Children will be involved in constructive ways they should interact with one another and show respect for others wishes

- Kindness, care and thoughtful interaction by educators will be critical to embed positive communication with the children
- Any opportunities and ideas shared by children, Educators and teaching staff should be encouraged wherever possible
- Books, posters, displays, poems, and music will be used throughout the session so children can observe positive communication to support their engagement with one another
- The Better Buddies Program through the Madeline and Allanah Foundation will be implemented within the service to support children to work through social conflict
- All means of both positive verbal and non-verbal communications will be used to support children's communication with each other. Activities such as music, rhymes, jingles, and songs will also help/support children's communication
- The use of other languages can be expressed in the service through posters, pictures, and words written in children's home languages to support a sense of belonging for bilingual children and families.

## **24. Grievances/Disputes Resolutions**

### **24.1. Children Grievance Policy**

- 24.1.1. All children in the care of Sherpa Kids Gippsland Grammar have the right to be heard regarding any grievance or complaint they have with the service or the educators that work at the service. The children need to feel confident that their complaint will be dealt with promptly, seriously and respectfully. This opportunity allows the children to feel empowered about their communication relating to their wellbeing

### **24.2. Strategies to Support Policy**

- 24.2.1. All children will be encouraged to discuss any complaints or concerns they have about the service or educators as soon as practicable with the Program Manager of the service in the first instance – if applicable
- 24.2.2. The coordinator will respond to the child's complaint within 48 hours and keep a record of the complaint together with a record of the outcome
- 24.2.3. The coordinator will advise the director of the complaint and resolution
- 24.2.4. The child may choose to have the parent lodge the complaint on behalf of the children following the service grievance process
- 24.2.5. The child may also choose to direct the complaint to the director if the coordinator is part of the issue or directly to Sherpa Kids Gippsland
- 24.2.6. The director will acknowledge the complaint within 48 hours and investigate the issue further within the 48-hour timeframe
- 24.2.7. All parties involved in the complaint will be heard as part of the investigation
- 24.2.8. The director will address all aspects of the complaint and concerns in a timely and professional manner
- 24.2.9. A record of complaints will be kept by the director.
- 24.2.10. Any serious complaints will be communicated to the regulatory authority as per the serious complaints policy

### **24.3. Families Grievance Policy**

- 24.2.1. All family members with any grievance or complaint should feel confident to present their concerns and be heard in a professional and respectful manner. Sherpa Kids Gippsland is committed to ensuring all parent/other authorised person feedback is heard and dealt with in a timely manner. Parents/other authorised persons should have confidence that their grievance has been heard by the right personnel and dealt with promptly and effectively.

### **24.4 Strategies to Support Policy**

- 24.4.1. Parents/other authorised persons are encouraged to discuss any complaints or concerns that they have about the service or Educators as soon as practical. This is to be discussed with the coordinator in the first instance
- 24.4.2. Complaints that have not been resolved by the coordinator to the parent's satisfaction will be escalated to the regional manager of the service
- 24.4.3. Parents/other authorised persons may choose to lodge a formal complaint in writing to Sherpa Kids Gippsland
- 24.4.4. The Director will call the parent within 24 hours of the complaint being made
- 24.4.5. All parties involved in the grievance/complaint will have the opportunity to be heard and present their point-of-view in a specified timeframe to be discussed with the parent
- 24.4.6. The director will contact the parent after the investigation to determine if the issue has been resolved to a satisfactory level for all
- 24.4.7. Parents/other authorised persons that are unhappy with the investigation or outcome are welcome to escalate this to the operations manager

- 24.4.8. The operations manager will contact the parent within 24 hours after the escalation has been made
- 24.4.9. The operations manager will listen to the parent's concern and then further investigate within a 48-hour period
- 24.4.10. The operations manager will review the investigation and may choose to speak with all personnel that are involved
- 24.4.11. The operations manager will contact the parent and advise them of the outcome
- 24.4.12. All complaints and concerns will be noted and documented by the individual working with the family/parent.
- 24.4.13. For any serious complaints where the duty of care to a child or children has been compromised, the regional manager will notify the state regulatory office within 24 hours. All appropriate paperwork will be completed
- 24.4.14. The national operations manager will be advised at this stage by the operations manager
- 24.4.15. The national operations manager will, where applicable, escalate to the chief executive officer and executive leadership team
- 24.4.16. Once the issue has been resolved, the operations manager will debrief with the national operations manager and ensure all policies and procedures are reviewed and reflected upon

## 25. Activities

25.1. The Program will generally run based on the following schedule:

- |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.15pm        | Students in ELC will be met at the ELC by an After School Care educator who will sign them out of the ELC on the parent's behalf and walk the student/s to the After School Care room. Alternatively, an ELC teacher will bring the ELC student/s to the After School Care Room. All children gather in the After School Care room for roll call and prepare themselves to sit down for afternoon tea                                                                                                                                                                                                                                                                            |
| 3.15 – 3.40pm | Children eat afternoon tea and clean up when finished.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3.40 – 5.30pm | All students are given the opportunity to participate in outside play and inside activity time. <ul style="list-style-type: none"> <li>• Outside playtime is spent either on the play equipment, sandpit, cubby house, the netball/basketball courts or the grassed area. Children are encouraged to play a range of games that are initiated by the children or educator.</li> <li>• Inside activity time may include art and craft – painting, play dough, clay, construction, drawing, collage, sewing. There are a variety of board games, card games, dress-ups, lego, constructive blocks, dollhouse, animals for different purposes and many other activities.</li> </ul> |
| 5.30 – 6.00pm | All students come inside and indoor activities continue. Children are encouraged to help clean up and pack up activities that are not being used and get ready to go home. <ul style="list-style-type: none"> <li>• The Program is flexible and therefore factors such as the weather, children's interests and needs, activities, change of venue, the school agenda may cause for changes, which we work into the program to cater for these changes.</li> <li>• To facilitate ELC children there will be a quiet resting/sleeping area provided.</li> <li>• Appropriate toileting supervision and support as required to meet individual needs.</li> </ul>                    |

## 26. Afternoon Tea

- 26.1. Children will be provided with a healthy snack for afternoon tea, which will be eaten in the After School Care Room. Water will be available for students at all times.
- 26.2. If your child has any specific dietary requirements or allergies, please indicate this on the enrolment form.

## **Bairnsdale Campus After School Care**

### **1. Procedures**

- 1.1. The Program will operate on Monday to Thursday from 3.15pm – 5.30pm.
- 1.2. A minimum of six permanent bookings is required to make the program viable.
- 1.3. To enrol a child, an enrolment form, available from the Bairnsdale Campus Office, will need to be completed and returned
- 1.4. Activities include a variety of sports, outdoor and indoor activities, catering for all age groups, working towards the five outcomes under the Framework, 'My Time, Our Place'.

### **2. Staffing**

- 2.1. The staff consists of a Program Leader(s) and Assistant(s). Staff/child ratio will be 1:10 with a minimum of two staff at all times.
- 2.2. All staff will maintain appropriate first aid training, including an annual CPR update.
- 2.3. Staff will also participate in Anaphylaxis Management training every three years, with an annual update in administration of an auto-injection device.
- 2.4. All staff hold a minimum training level of Certificate III in Children's Services or approved equivalent.
- 2.5. Program Leaders hold at minimum, a Diploma of Children's Services or equivalent

### **3. Enrolment**

- 3.1. Enrolment is available on either a permanent or casual basis. An enrolment form must be completed in full and returned to the Program Leader prior to your child's first visit.
- 3.2. Enrolment forms are available from the Bairnsdale Campus Office. Information provided is kept strictly confidential. It is the responsibility of the parents/guardians to notify the Program Leader of any changes to the details on the enrolment form.
- 3.3. No child can be accepted into the Program without a completed form

### **4. Parent's Responsibility**

- 4.1. It is the parent's or legal guardian's responsibility to:
  - Notify the Program Leader regarding changes in information recorded about a child;
  - Read all the information relating to the Program in order to be familiar with policy information;
  - Sign all enrolment forms, including consent forms and return these to the Program Leader.

### **5. Fees**

- 1.1. Permanent Bookings
  - For a permanent booking (regular days each week), a fee of \$16.00 per session applies. Please indicate on the enrolment form which days your child/children will attend. Fees for care will be charged to your School account, provided your account is managed in accordance with the current Business Notice.
- 1.2. Casual Bookings
  - A certain number of places may be available each afternoon for casual bookings. These sessions are charged at \$18.50 per session or \$11.00 per hour for the first hour. Please contact the Bairnsdale Campus Office on 03 5152 3366 before 1.00pm on any afternoon you wish your child/ren to attend. Fees for care will be charged to your school account.

### **6. Priority of Access for Enrolment**

- 6.1. There can be no guarantee that all requests for places will be met, as the Program has only twenty places available each afternoon. ELC vacancies are limited. Where requests exceed the number of available places, placement will be strictly on a "first in" basis, with preference given to permanent bookings.

### **7. Arrival and Collection of Children**

- 7.1. The Program's responsibility commences upon the child's arrival in After School Care and ceases when the child is signed out by a parent, guardian or authorised person.
- 7.2. The program requires that each child must be signed out of the Program each afternoon by an authorised person (one listed on the child's enrolment form). This is done by recording the time and your signature on the attendance rolls when you collect your child/children from the Program. If another adult is to collect your child/children, written permission must be given before or a phone call of notice, where the adult may have to produce photo identification if Educators are not familiar with the person.
- 7.3. Under no circumstances will a child be allowed to leave the Program without being signed out.

- 7.4. Students in ELC will be met at the ELC by an After School Care staff member who will sign them out of the ELC on the parent's behalf and walk the student/s to the After School Care room. Alternatively, an ELC teacher will bring the ELC student/s to the After School Care Room.
- 7.5. Students in Years Prep – 6 will make their way to the After School Care room at the conclusion of the school day at 3.15pm.
- 7.6. All students will have their name marked off the attendance roll upon arrival.

## **8. Late Collection**

- 8.1. Children not collected by 5.30pm will incur a late fee of \$10.00, with an additional charge of \$10 for every 15 minutes or part thereof after 5.45pm. These fees reflect the cost of keeping a required minimum of two staff members in attendance.
- 8.2. If a child is not collected by 5.45pm, attempts will be made to contact the child's parents, guardians or emergency contacts. Should it not be possible to make contact with any of the listed contacts, emergency arrangements will be undertaken which may include contacting the Police or the Department of Human Services.

## **9. Cancellations**

- 9.1. Permanent Bookings
  - Twenty-four hours' notice must be given if permanently booked days are to be reduced, canceled or if your child/children are going to be absent. Failure to do so will result in your account being charged for the session(s). Normal notification regarding absence from school constitutes advice that the child will not be attending After School Care for that day.
- 9.2. Casual Bookings
  - If your child is absent from school, or will not be attending the Program, please inform the Program Leader or Bairnsdale School Campus Office by 1.00pm.

## **10. Medical Policy**

- 10.1. Parents/Guardians must ensure that the information given on their child's medical condition is accurate and kept up to date by informing the program leader of any changes throughout the year.
- 10.2. If a child is undergoing treatment and must take medication during the service hours, an 'Authorisation to Administer Medication' form must be completed and handed to the Program Leader prior to the commencement of the session. Staff are not permitted to administer any other medication
- 10.3. It is requested that the program leader be made aware of any changes that may occur in the child's home life that may cause any unusual behaviour. All information is strictly confidential.

## **11. Asthma**

- 11.1. Children diagnosed with asthma are required to have an Asthma Care Plan and medication always available within the service.
- 11.2. If an asthma attack should occur, Educators will follow the Asthma Care Plan and seek emergency service support if treatment does not improve the child's condition. Families will be notified of the situation at the earliest opportunity.
- 11.3. If an asthma attack should occur in a child without an Asthma Care Plan, we will manage it with the 4 Step Asthma Aid Plan. Staff will be informed of the recommended procedure involved in treating an Asthma attack and managing children with asthma in our care.

## **12. Diabetes**

- 12.1. Children who are diagnosed with diabetes will need to inform the Program Leader to ensure that they receive appropriate medical attention and/or medication as required.
- 12.2. When a child with known diabetes is enrolled in the Program, the parent/guardian must provide a Medical Management Plan. As part of this, the parent/guardian must supply the necessary medications and testing equipment required.
- 12.3. Staff will monitor symptoms and be aware of emergency action that may be required.

## **13. Anaphylaxis – Refer to School Policy**

- 13.1. It is important that parents inform the After School Care Coordinator if your child has severe allergies. We enforce a nuts/peanut products free environment, as there may be children with life-threatening allergies to these products.
- 13.2. If there is a child in After School Care with such an allergy, it is our policy that they must have an Anaphylaxis Plan provided by their parent along with an 'in' date auto-injector. The child will be identified to all Educators by a photo and written details and all educators will be aware of the

location of the auto-injector. The After School Care Educators are trained and accredited in the area of Anaphylaxis First Aid and have received instruction in how to use an auto-injector and are currently CPR trained. The auto-injector will travel with the educators as they move around the school.

#### **14. Illness**

- 14.1. If your child is sick while attending the Program, you will be contacted immediately. Facilities to cope with sick children are extremely limited and it is in the best interests of the child to be collected from the Program as soon as possible.
- 14.2. The Program is not permitted to cater to children with contagious diseases, in accordance with Government guidelines

#### **15. Infectious Diseases**

- 15.1. It is important that a child suffering from any infectious diseases be excluded from the program until no longer infectious and well enough to participate.  
In order to prevent the spread of infectious diseases:
- 15.2. Children use separate eating and drinking utensils.
- 15.3. Staff use gloves for the treatment of any open wounds and other first aid procedures involving blood or bodily fluids.
- 15.4. Toys and equipment are kept clean
- 15.5. Good and frequent hand washing by staff and children

#### **16. Accidents and Emergencies**

- 16.1. If your child has an accident while attending the Program and requires First Aid, it will be administered by a qualified staff member. You will be informed of any such incidents by the Program Leader upon collection of your child and asked to sign the accident report.
- 16.2. In the event of a serious accident or whereby the Program Leader or qualified persons deem necessary, an ambulance will be called. Every effort will be made to contact you immediately. A member of staff will remain with your child until you arrive at the hospital. Any medical or ambulance costs incurred will be met by parents/guardian of the child.

#### **17. Water Safety**

- 17.1. Children are given opportunities to have water involved in their play, when practical. They are required to play with it sensibly and within the rules given. If needed, a staff member will supervise the area at all times to prevent any mishaps.

#### **18. Sun Safety**

- 18.1. Children are required to wear a hat during all outdoor activities during Terms 1 and 4.
- 18.2. The hat is asked to be supplied by the parent/guardian and to be kept in their bag for continual use. Children without a hat will not play outdoors.
- 18.3. Staff will model wearing hats also.
- 18.4. While outdoors it will be encouraged to play in shaded areas.
- 18.5. Sunscreen is available to children at all times.

#### **19. Providing a Child Safe Environment**

- 19.1. The Program is set up in an environment that is continually used by children of the school throughout the day. To continue the safety of your child/children while in After School Care, staff will:
- 19.2. Survey the areas in which we are providing care, for any dangers or potential mishaps.
- 19.3. Make children aware of rules when playing on equipment outdoors, when using equipment, playing in certain areas, and playing with other children to ensure a safe, learning and enjoyable experience.
- 19.4. Discard any broken equipment or potentially dangerous resources to your child's health.
- 19.5. Make children aware of supervised areas of play.

#### **20. Child Protection and Child Abuse**

- 20.1. Protecting children from abuse is a responsibility and our 'duty of care' to the children.
- 20.2. Staff are committed to ensuring the safety, welfare, and wellbeing of the children at all times during their time at the Program. Staff undertake yearly child protection training to have an awareness about and knowledge of child abuse. Suspected cases of child abuse will be dealt with in a professional manner, which will keep the child safe and protected.

## **21. Emergency And Evacuation Procedures**

21.1. Emergency procedures are displayed in the hall at each exit and will be implemented in the event of any emergency in the school. The children are familiarized with the procedures with regular drills throughout the year. The procedures of the Gippsland Grammar School are followed but may convert to the After School Care procedure if the Head of Junior School or person in charge, is not on the premises.

## **22. Interactions with Children**

22.1. Staff are committed to interacting and developing relationships with the children, to ensure that the children feel happy, valued, respected as an individual within their learning environment.

22.2. Children are encouraged to be involved in experiences that develop self-reliance and self-esteem, which will foster their wellbeing, and give a sense of belonging, independence and confidence building.

22.3. We feel it is important that an inclusive and responsive atmosphere is created within the service, which is achieved through staff taking time to foster friendships with children, seeking to understand them, develop trust, and interact in positive ways.

22.4. Children are encouraged to be open and expressive, by developing relationships with staff, to show who they are and give their opinions and be listened to.

22.5. All children are included in the Program and are cared for and educated in a way that shows each child is an individual with different family and cultural values, physical age and intellectual development and abilities, which are all taken into consideration when progressing in their learning.

22.6. Children's behaviours are guided in positive ways which will develop their emotional responses and lead their learning towards acceptable behaviours.

### **22.7. Educators will:**

- Take responsibility for applying the code of behaviour
- Praise and encourage positive behaviour
- Be a good role model
- Accept, respect and value children and their property
- Encourage self-discipline and independence
- Ensure the safety of children and staff

### **22.8 Children will:**

- Be encouraged to follow the code of conduct in and around the school
- Learn to take responsibility for and accept the consequences of their actions
- Take turns and share
- Stay within given boundaries
- Use good manners when we speaking
- Respect others and their feelings
- Inform a staff member when attending the toilets
- Care for the environment
- Respect school property
- Be responsible for moving promptly to After School Care

### **22.9. Parents will:**

- Support the After School Care policy
- Co-operate with guidelines
- Respect the needs of After School Care
- Not discipline other children
- Be punctual in collecting their child/children
- Inform the Program Leader or school office of any absences

## **23. Behaviour Management Policy**

23.1. The children are encouraged to socialise, grow and develop in our safe environment, and rules need to be observed to keep the Program safe and enjoyable for everyone.

23.2. The Program aims to maintain appropriate discipline through positive reinforcement of acceptable behaviours. Behaviour that compromises the safety or welfare of anyone involved in the program damages property or interferes with the smooth running of the program is unacceptable and will be managed firmly and consistently, in accordance with procedures.

23.3. These procedures are intended to balance the dignity and rights of the child, with the rights of all children and staff to be in a safe and enjoyable environment.

23.4. Children are expected to:

23.5. Be polite to the staff and to each other, demonstrating respect for all at After School Care;

- 23.6. Return all equipment to its proper place when finished using it. Any loss or breakage must be reported to a staff member as soon as possible.
- 23.7. Take due care with equipment of the program, and property belonging to the school and the local community.
- 23.8. Only play in the allocated areas and as directed by staff members. All other areas are out of bounds.
- 23.9. Not leave the supervised area of the program until the person collecting them has signed them out.

#### **24. Procedures for Behaviour Management:**

- 24.1. Prevention - The After School Care Program will develop and have on display the rights and responsibilities of learners within the group. The most effective first step in managing student behaviour is prevention. All educators are required to:
  - Actively develop positive relationships with students
  - Have a clear and high behavioural expectations and apply them consistently
  - Cultivate mutual respect
  - Role model desired behaviours and attitudes
  - Develop programs that engage students
  - Follow relevant guidelines, policies and risk management protocols when managing behaviour outside the classroom
  - Engage in dialogue with colleagues
- 24.2. First non-compliance
  - Remind the student of the rights and responsibilities as displayed in the After School Care room.
  - Warning, and/or logical consequences administered on the spot, and at the educator's discretion.
  - When other student's experience is constantly hindered, or rights compromised, then it is time to move to Step 3.
- 24.3. Second non-compliance
  - Student to be removed to a safe, comfortable area in the After School Care room.
  - The After School Care Educator will sit with the student and use the Restorative Justice process to reflect upon the issues.
  - Questions in the discussion may include:
    - What happened?
    - How did it happen?
    - What part did you play in it?
    - How were you affected/who was affected?
    - What do you need to do to make it right?
    - How can we repair the harm?
- 24.4. Continued non-compliance
  - The child's parent(s)/guardian are asked to meet with the Educational Leader and, depending on the nature of the behaviour, possibly the Head of Junior School; a period of one to five days exclusion would normally result.
- 24.5. Further non-compliance
  - The child is excluded indefinitely from the program. A letter from the Educational Leader and/or Head of Junior School will outline the reasons for this course of action.

#### **25. Grievances/Disputes Resolutions**

- 25.1 Gippsland Grammar After School Care foster the importance of relationships with families, therefore solutions to disputes, issues, concerns that affect the operation of the service are attended to in a fair and prompt manner.
- 25.2 Stage 1 - (Parents/Guardians/Children with a complaint, question or suggestion, in regards to the program are) asked to discuss the issue with the relevant educator.
- 25.3 Stage 2 – If, after discussion with the relevant staff member, the Parent/Guardian feels action is necessary, they should take the matter up with the Head of Junior School.

## 26. Activities

26.1 The Program will generally run based on the following schedule:

- 3.15pm ELC children are walked over by their teacher to the After School Care room. All children gather in the After School Care room for roll call and prepare themselves to sit down for afternoon tea.
- 3.15pm – 3.40pm Children eat afternoon tea and clean up when finished.
- 3.40pm – 5.15pm All students are given the opportunity to participate in outside play and inside activity time.
- Outside playtime is spent either on the play equipment, sandpit, cubby house, the netball/basketball courts or the grassed area. Children are encouraged to play a range of games that are initiated by the children or educator.
  - Inside activity time may include art and craft – painting, play dough, clay, construction, drawing, collage, sewing. There are a variety of board games, card games, dress-ups, lego, constructive blocks, dollhouse, animals for different purposes and many other activities.
- 5.15pm – 5.30pm All students come inside and indoor activities continue. Children are encouraged to help clean up and pack up activities that are not being used and get ready to go home.
- The Program is flexible and therefore factors such as the weather, children's interests and needs, activities, change of venue, the school agenda may cause for changes, which we work into the program to cater for these changes.

## 27. Afternoon Tea

- 27.1. Children will be provided with a healthy snack for afternoon tea, which will be eaten in the After School Care Room. Water will be available for students at all times.
- 27.2. If your child has any specific dietary requirements or allergies, please indicate this on the enrolment form.

## 28. Conclusion

28.1. Our aim is to provide a happy and stimulating atmosphere where each child is valued as an individual. Opportunities are provided for each child to achieve his/her potential by participating in the program activities. We hope that this information has provided you with an insight into the management, policies, and practices that the program adheres to in order to provide high-quality care for your children.

## 29. Evaluation

This policy will be reviewed annually by the After School Care Coordinators.

### Appendix: History

Version	Authorised by	Approval Date	Effective Date	Sections Modified	Location
1	A.C. Virgo	7 Oct 2013			
2	J. A. Van Berkel	20 Aug 2018	August 2018	All	