



WISHART

OUTSIDE SCHOOL HOURS CARE

PARENT HANDBOOK

“Supporting your children’s physical, emotional and social needs in a safe, caring and supportive environment.”

ACKNOWLEDGEMENT OF COUNTRY



We respectfully acknowledge the Indigenous owners of all the lands on which our Service is located, and the Elders of those communities,

TRANSLATING AND INTERPRETATION SERVICE

Would it be easier for you to read information on childcare in Arabic, Chinese, Hindi, Korean, Punjabi or Vietnamese?



W www.tisnational.gov.au

P 13 14 50



W www.startingblocks.gov.au/other-resources/translations/

If you would like any further information, please see the Service Manager or Service Administrator and we will endeavour to get this information in your language.

CONTRACT ACKNOWLEDGEMENT



As well as providing you with information, this Handbook forms part of our contract. When you sign your Enrolment Form, you will be asked to sign that you have read this document and you understand that it forms part of our Contract.

If you would like any further information about our program, please see the Service Manager. If you have any suggestions to further improve our program, we would be interested to hear them.

Thank you for choosing our program, we hope that your child/children and your family will enjoy your time with us.

CONTACT INFORMATION

SERVICE DETAILS

Physical Location	Wishart State School, Morella St, WISHART QLD 4122
Telephone	(07) 3849 6102
Email	woshc@wishartsspnc.org

SENIOR STAFF CONTACT DETAILS

Position Title	Name	Contact
Service Manager / Operations Manager	Tracey Mackay	manager.woshc@wishartsspnc.org
Service Administrator	Samantha Alexander	admin.woshc@wishartsspnc.org
Inclusion Manager	Robin Ellison	inclusion.woshc@wishartsspnc.org

Service Manager

The Service Manager/Operations Manager is responsible for the day-to-day management of Services. For all enquiries regarding payment of fees, account enquiries, and Services Australia CCS percentages please contact the Service between 9.00 am - 5.00 pm Monday to Friday.

Service Administrator

The Service Administrator supports the operating needs of the service and the Service Manager/Operations Manager with the day-to-day management of services. For all enquiries regarding payment of fees, account enquiries, and Services Australia CCS percentages please contact the Service between 9.00 am - 5.00 pm Monday to Friday.

Inclusion Manager

The Inclusion Manager in conjunction with Educational Leader, Lead Educators and Responsible persons are responsible for the day-to-day quality of care and the planning and control of activities.

Educators

The WOSHC program has an enthusiastic team of Educators that help run a successful program. You can recognise them by their uniform shirts. All staff have current Blue Cards. Please see the noticeboard on the back wall of the Service for their names and qualifications.

OPERATING HOURS

Session	Type	Operating Hours
Before School Care	BSC	7:00 am - 8.45 am
After School Care	ASC	3:00 pm - 6:00 pm
Vacation Care	VC	7:00 am - 6:00 pm
Pupil Free Days	PFD	7:00 am - 6:00 pm
Public Holidays	~	Closed

The Service is closed on all Public Holidays and for 2 weeks over the Christmas and New Year period.

Contents

OPERATING HOURS	3
OUR PHILOSOPHY	5
SERVICE MANAGEMENT	5
OUR GOALS	5
CODE OF CONDUCT	6
SUPPORTING THE SERVICE.....	7
ENROLMENT INFORMATION	7
CONDITIONS OF ENROLMENT.....	8
BOOKINGS	8
BOOKING VARIATIONS	8
CURRENT FEES & CHARGES.....	9
PAYMENT OF ACCOUNTS.....	9
FEES IN ADVANCE	10
CHILD CARE SUBSIDY (CCS)	10
LATE PICKUPS.....	10
ABSENCES.....	10
SERVICES.....	11
BEFORE SCHOOL CARE (BSC)	11
AFTER SCHOOL CARE (ASC)	11
CHILDREN IN PREP	12
VACATION CARE	12
POLICIES.....	13
SUN-SMART POLICY	13
SUN-CREAM APPLICATION	13
FOOD DURING VACATION CARE	13
CLOTHING.....	14
EMERGENCY CONTACT DURING EXCURSIONS	14
PRESCRIBED MEDICATION	14
INJURED OR SICK CHILDREN.....	14
COLLECTION OF CHILDREN.....	15
BEHAVIOUR GUIDENCE POLICY.....	15
GRIEVANCES	15
USEFUL CONTACTS.....	16
LOCAL REGULATORY APPROVAL OFFICE	17
POLICIES.....	18
FEEDBACK AND COMPLAINTS	19
FOOD AND NUTRITION	22
INTERACTIONS AND RELATIONSHIPS WITH CHILDREN.....	27
SUN SAFETY.....	30

OUR PHILOSOPHY

- Our priority is providing a safe and nurturing environment for children.
- We foster the growth and development of children by valuing and encouraging active learning, positive choices, good manners, gratitude, honesty, empathy, resilience, responsibility and independence.
- We value positive and reciprocal relationships between educators, children, families and the community.
- We build relationships on mutual respect and understanding to create an inclusive environment.
- We value diversity by recognising and respecting the uniqueness and cultural identities of everyone involved with all parts of WOSHC.
- We believe each child has the right to be an active member of their community and to express their views. We value the views of children, families and Educators and consider them in decision making at the service.
- We are committed to protecting our environment. We continuously seek to improve our practices to ensure a sustainable future.
- We utilise reflection, observation, communication, knowledge and understanding of our individual strengths to support each other to develop skills to continually better our practices and facilitate positive improvements.

SERVICE MANAGEMENT

WOSHC is licensed under the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011. The Service must always comply with the Act and this regulation, including requirements about activities, experiences and programs, numbers of staff to child ratios and staff qualifications. You can contact the Early Childhood Education and Care, Department of Education, Training and Employment on 3028 8063. This Service is registered with the Australian Children's Education & Care Quality Authority (ACECQA), which oversees the National Quality Framework.

WOSHC is managed by the Wishart State School Parents & Citizens Association (WSS P&C) and operates under the conditions stated in the P&C Constitution and Policy & Procedures Manuals. It is overseen by the Executive Committee and is run on a not-for-profit basis. The service relies solely on the fees charged to parents.

Officers of the Committee are elected at the WSS P&C AGM. Parents of the Service are invited to join the P&C and attend P&C meetings held on advertised dates throughout the year.

The parent or guardian can ask for information about the following:

- a general description of the activities and experiences given by the service,
- the service's philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved,
- the goals about knowledge and skills to be developed through the activities and experiences.

OUR GOALS

Wishart Outside School Hours Care (WOSHC) has a number of goals on which our service is based.

These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- ✓ **Have a strong sense of identity.** The service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- ✓ **Be connected with and contribute to their world.** The Service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- ✓ **Have a strong sense of wellbeing.** The Service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children, staff and the community.
- ✓ **Be confident and involved learners.** The Service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, collaborate with children and model reasoning, predicting and reflecting processes and language.
- ✓ **Be effective communicators.** The Service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

CODE OF CONDUCT

When a parent, guardian, authorised nominee and visitor is on the property of the WOSHC, within any of the licensed WOSHC areas, attending Service events and in all dealings with the Service and Staff, including phone, email and social media contacts, the following applies:

- Act courteously at all times.
- Refrain from impolite, abusive, aggressive or offensive behaviour and/or language towards staff, children or other families (perceived or otherwise).
- Any aggressive or intimidating behaviour (perceived or otherwise) is unacceptable. Parent/person will be asked to leave the Service premises, and police called if necessary.
- Be respectful of the Service's environment.
- Respect cultural differences of staff and other families.
- Arrive and collect your child at the booked time.
- Be aware of and follow all the Service's policies and guidelines and seek clarification of how these policies are interpreted when necessary.
- Raise all concerns, issues and problems in accordance with the Service's documented Grievance Procedure.
- Maintain a professional relationship with staff members.
- Work collaboratively with the Service to resolve any behavioural issues which may arise.
- Communicate positively with all children at the service, physical contact is discouraged.
- Pay accounts promptly, bearing in mind the service is not-for-profit and does not attract funding.
- Not be adversely affected by alcohol or other drugs, smoke tobacco or other substances.

SUPPORTING THE SERVICE

Please see the Service Manager / Operations Manager on how you can best support the Service, and any needs they may have.

ENROLMENT INFORMATION

This Service caters for children in Prep to Year 6. Applications for enrolment are accepted at any time. When the program reaches the maximum capacity, applicants will be placed on a Waiting List.

Our service uses a booking and waitlist management program called QK Enrol. With QK Enrol, families can manage child bookings and account information. Additionally, you can download the 'My Family Lounge' App to manage casual bookings on the go. All enrolments must be completed on a desktop browser. The enrolment form will not display properly on the App or a mobile phone browser.

Our Enrolment Process is as follows:

1. Complete the registration online via the Wishart P&C website - [Wishart State School P&C Association \(wishartsspnc.org\)](http://Wishart State School P&C Association (wishartsspnc.org))
 - Click on the tab for OSCH and click on the 'Enrol Now – My Family Lounge' link under the heading 'Enrolments'.
 - New Families will need to 'register'.
 - Existing Families will 'sign-in'.
2. Once registered you will receive a link via email. Follow this link to your My Family Lounge account where you can add your child and complete the enrolment form. An enrolment form is required for each child attending the service.
3. All fields marked with a red asterisk (*) must be completed in full to lodge/submit the form. If your form will not let you submit and states "**please ensure mandatory fields completed**", then you must check your form to see which field has not been completed or which box has been missed.
 - **Booking requests and attendance will not be accepted until we have received and processed the fully completed and submitted online enrolment form, and all relevant documents.**
 - Please allow 3 business days for your enrolment to be reviewed. Once reviewed, you will receive an email confirming enrolment, or further information requested.
4. To make a permanent booking, please create a Waitlist Request in My Family Lounge.
5. To make a casual booking, download the My Family Lounge App to your mobile device, select the session and select the date on the calendar.
 - **Casual bookings must not be made until enrolment has been processed and enrolment confirmed.**

If your child has additional needs, a Pre-enrolment meeting is required with relevant parties (e.g.: parents/guardians, Service Manager, Inclusion Manager) before your child can commence/attend any sessions.

To ensure the best possible outcomes for your child, topics discussed will include:

- Level and duration of support required; and
- Necessary training of educators and volunteers; and
- Safety of all children enrolled and environmental factors; and
- This information will help us to be able to best support your child and where necessary, seek assistance from specialist inclusion support workers. All information obtained through the enrolment process is kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

Children cannot attend until confirmation of enrolment email has been sent to the parents.

Priority of admission is given to:

- children at risk of abuse or neglect
- a child of a single parent who satisfies, or of parents who both satisfy, the work / training / study test
- children of parents with a continuing disability.

The program ensures that the staff/child ratio is 1:15 (or better) for Before, After School and Vacation Care days at school, with a minimum of two staff in attendance at all times. Excursion staff/child ratio is 1 staff to 8 children.

CONDITIONS OF ENROLMENT

The following conditions apply to all children attending WOSHC during any of its Services.

- Children attending WOSHC will be bound by the Service rules, policies and procedures, during the period of their enrolment.
- The P&C Association, through the Service Manager in their sole discretion, reserves the right to have a child removed at any time and has the right to refuse further attendance to the service.
- Parents are financially responsible for any equipment or property that their child wilfully damages or loses.
- Ensure that all information about your child/children is kept up to date.

BOOKINGS

The enrolment process requires Parents/Guardians to nominate days on which they require care for their child/children. These bookings are on a term basis only as Vacation Care bookings are taken separately. These days will remain in place for the entirety of the year unless notification is received in writing by the Service for cancellation of care.

Parents/Guardians are to inform the service in writing as soon as possible if their child will not be attending a booked session. For after school care sessions written notification is required prior to the start of the session. Written notification can be given via email, text message or by marking the session absent by logging into your My Family Lounge App. Public holidays are exempt from fees. One full week's written notice is required for cancellation of a booking in order for the fee to be avoided. All changes to bookings are to be made in writing via email, text message or by marking the absence in your My Family Lounge App.

BOOKING VARIATIONS

It is the parent's responsibility to advise the service in writing of any non-attendance or variations to bookings e.g., absences, late arrival. If we are not notified of your child's absence and we cannot contact you, police will be called to assist in locating your child.

A \$10.00 non-notification fee applies where we are not notified in writing prior to the session start time.

END OF YEAR

The end of year process is as follows:

- ALL bookings will be closed off/ended on the last school day of Term 4 each year.
- ALL families will be emailed a WOSHC Expression of Interest Jotform in Term 4 (October)
- In order to process your bookings for the following year you will be required to:
 - Complete the EOI
 - Update any relevant documents relating to Medical Management plans, Anaphylaxis Medical Administration forms, Risk Minimisation plans and Court/Parenting orders.
- Allow 10 business days for processing.
- Families will receive an email to confirm their bookings for the following year, or to request further information.
- Priority of admission will be given as per enrolment process.

CURRENT FEES & CHARGES

All fees noted are before Commonwealth Child Care Subsidy (CCS) reductions.

Session	Cost
BSC	\$20 perm and \$22 casual
ASC <i>(Includes healthy afternoon tea)</i>	\$25 perm and \$28 casual
Vacation Care <i>(Includes morning tea and afternoon tea)</i>	\$50
Excursion/Incursion Days	Additional fees charged
Additional Charges	\$15 late fee after 6.00pm plus \$1 per minute thereafter from 6.10pm
Non notification of attendance	\$10.00
New Enrolment Fee	\$30.00

PAYMENT OF ACCOUNTS

Fees are to be paid via Debitsuccess. Debitsuccess is a payment collection method which enables us to draw payments from your account on a regular basis. Fees will be deducted automatically from your nominated debit or credit account on Friday's either weekly, fortnightly or weekly in advance.

Debitsuccess has a Level 1 PCI DSS environment, the highest level of data security compliance meaning your important information will be stored securely. Statements will be issued every week and on the Friday of your nominated billing week your account will be debited the amount due, unless otherwise stated.

You will need to ensure there are sufficient funds in your account to avoid the dishonour

fee of \$19.95 from Debit Success and your bank.

FEES IN ADVANCE

Fees are paid in advance (one week or fortnight in advance) and estimated based on the previous week childcare subsidy which will be adjusted when advice of correct entitlement is given by Services Australia.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy is available to eligible families. Please call Services Australia on 13 61 50 to discuss your entitlement, or to receive a Customer Reference Number (CRN).

When permanently cancelling your booking please note that due to Services Australia requirements, CCS will not be applied if the child does not attend the first and last day of their permanent bookings and any absences leading up to the last date.

[Child Care Subsidy](#)

[Child Care Subsidy - Enrolling Children](#)

LATE PICKUPS

The Service is closed at 6.00pm. It is important to be at the Service in enough time to have your child signed out before that time. If you are unable to collect your child by the closing time, please organise another friend/family member to collect your child. These people would be on your Authorised Contacts list on the enrolment form. If an alternative person is to collect your child/ren please advise our staff in writing to eliminate any delays, photo ID of the person collecting will be required to confirm their identity.

If a child is not collected by 6.00pm and we are unable to contact you, the Authorised Contacts will be telephoned. If none of your Authorised Contacts can be reached Police will be contacted. If late collections continue, your enrolment/bookings will be reviewed and possibly suspended.

A Late fee of \$15 for first 10mins then \$1 per minute added thereafter will be charged.

ABSENCES

Child Care Subsidy is paid for up to 42 days absent for each child per financial year without the need to provide documentation such as medical certificates. Any additional absences after the first 42 will only be paid for 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. If you reach your limit of allowable absences within the year you will be charged full fees for any subsequent days your child is absent. Please speak with the Service Manager who can guide you through this area.

Parents/Guardians are required to inform the service in writing as soon as possible if their child will not be attending a booked session. For after school care sessions written notification is required prior to the start of the session. One full week's written notification is required for cancellation of a booking in order for fees to be avoided. Written notification can be given via email, text message or by logging into your My Family Lounge Account and marking the relevant absences.

SERVICES

BEFORE SCHOOL CARE (BSC)

We do not provide Breakfast; however, you may provide a healthy breakfast for your child to eat at the service. Children arriving with breakfast from home will be required to sit at a table whilst eating.

- Children in Prep are signed out at 8.45am and walked to their classrooms.
- Children in Year 1 are released at 8.35am.
- Children in years 2 to 6 are released at 8.30am.

Children will only be released earlier for a school activity (e.g., band, sport training, excursion) with a completed Extra Curricular Activities Permission form signed by the parent/carer.

Children are cared for in the WOSHC room, playgrounds, hall, oval, chill space, and the outdoor areas adjacent to the WOSHC room.

AFTER SCHOOL CARE (ASC)

Example of a similar program for After School Care is as follows:

	Craft	General Supervision	Senior Playground	Oval Activities	Other	Homework
Mon	Hama Beads	Handball	Free Play	Multi Sports	Dolls	
Tues	Painting	Lego	Pop-up Tag	Cricket	Shopping/ Kitchen play	Homework/ Reading
Wed	Friendship Bracelets	Skipping	Free Play	Soccer	Yarning	
Thurs	Mask Making	Bey Blades	Imaginary Play	T-Ball	Music	Homework/ Reading
Fri	Card Making	Lego / Duplo	Nature Play	Parachute Games	Gardening/ Fairy Garden	

Strict boundary rules apply to our licensed/supervised spaces and children are made aware of these frequently. Activities are programmed based on several factors including children's suggestions and interests, and well-supervised in an informal setting.

A healthy afternoon tea is provided upon arrival at ASC. Typical examples of afternoon tea would be bread rolls, freshly popped popcorn, salad wraps, pasta bakes, slices, fruit bread and a selection of fruit and vegetables. Please see Parent Area for menu.

The program provides a range of games, general activities, art and craft materials and other sporting and outdoor activities. **We request that your children's own toys and other favourite**

belongings remain at home to avoid these being lost, damaged or borrowed by other children. Our staff/Service do not take responsibility for any losses or breakages that may occur.

No Hats – No Play. Children are required to wear brimmed hats when outside (**no caps**). Parents will need to ensure that children have their own hat at times when they attend.

Time and supervision is allocated on our program to allow homework to be completed; however, the parent is responsible for ensuring their child's participation and for checking overall completion.

CHILDREN IN PREP

Prep children will be escorted to their classrooms in the mornings and are picked up by an Educator each afternoon. Please inform the Prep teacher of this arrangement.

During Term 4, we carry out a Prep Independence Program where students gain their independence in preparation for the transition to year 1 where they will be required to walk themselves to and from WOSHC. They will be organising their own bags and will walk to and from their classrooms / WOSHC in their class groups, with our Educators still supervising but from a distance and are able to redirect the students if necessary. Parents and class teachers will be informed of the program via email prior to the start of the program, in order to remind and support students during their last weeks of Prep.

EXTRA CURRICULAR ACTIVITIES

If your child needs to attend an additional/extra-curricular activity during WOSHC session times (e.g., band, chess, sport training, school excursion) an Extra-curricular Activities Permission form is required to be completed and signed by parent/carer before children can be released for that activity. Forms are available on the [P&C Website/Outside School Hours Care](#), printed forms are available at our WOSHC office, or they can be emailed to you.

VACATION CARE

Bookings are open approximately 4 weeks prior to the holiday period.

- **In order to secure a Vacation Care booking, ALL other fees must be paid up to date.**
- Please ensure that you book early as places are limited and usually fill up quickly.
- If an excursion is programmed your space on the roll is only confirmed if the **Permission form is returned by the due date,** as advised in the Program.

A healthy morning tea and afternoon tea is provided by our Service during vacation care. **Parents are to provide a healthy lunch with appropriate portion sizes. We have children enrolled at our service who have allergies and anaphylactic allergies to nuts, eggs, dairy and shellfish.** Please refrain from sending foods that may contain nuts or eggs with your child/ren.

To ensure your child/children obtains a place during vacation care, your booking must

include any relevant excursion permission forms. This form must be fully completed, signed by a parent/carer and submitted by the due date, prior to the start of vacation care to secure a place.

The vacation care program provides a range of games, general activities, art and craft materials and other sporting and outdoor activities. **We request that your children's own toys and other favourite belongings remain at home** to avoid these being lost, damaged or borrowed by other children.

Our staff cannot take responsibility for any losses or breakages that may occur.

No Hats – No Play. Children are required to wear brimmed hats when outside (**no caps**). Parents will need to ensure that children have these at times when they attend.

Children are not permitted to bring money to vacation care, including when they are offsite on an excursion, unless specifically advised otherwise. This is for several reasons, including but not limited to:

- a supervision/safety perspective.
- staff cannot be responsible for children's money or their purchases; and
- from an inclusion perspective – not all families are able to afford extra spending, and this can upset children who cannot purchase extra food.

POLICIES

SUN-SMART POLICY

WOSHC has a strong sun-safe policy. All children attending the service must at all times wear sun-smart clothing. No sleeveless clothing is permitted. Children must also have a full brimmed hat. Sun-Visors and caps are **NOT** allowed as they do not provide adequate protection for children's necks or ears which both burn easily in the summer months.

SUN-CREAM APPLICATION

Please assist your child with the application of sunscreen on arrival to the Service if they have not had it applied at home. Sun safety will be practiced at our service throughout the whole year. The UV rating will be checked, and sunscreen applied if the UV is 3 or over. If you do not wish for your child to use the sunscreen provided by the centre (e.g., because of a medical reason or allergy), please send a note and supply a suitable alternative that is SPF 30+ (or higher) broad-spectrum, in its original container, labelled with the child's name.

FOOD DURING VACATION CARE

Children are supplied with healthy morning and afternoon tea snacks which are in line with our Health and Nutrition Policy. We serve foods low in salt, sugar and fat that contain nutritional value for the child's health and wellbeing. A copy of the Food and Nutrition Policy is available to read at the Service or a copy can be requested from the service. Acceptance of its terms & conditions is a required part of our enrolment process.

Children must bring their own water bottle and healthy lunch.

CLOTHING

Children must wear:

- Closed in shoes – no thongs or sandals.
- SunSmart clothing (no singlet/sleeveless tops).
- Girls need to wear shorts or long pants suitable for climbing, running, jumping.

EMERGENCY CONTACT DURING EXCURSIONS

If you need urgently to contact the Service Manager/Responsible Person during an excursion day, please ring or email the service and the administrator will relay any message to the Service Manager/ Responsible Person.

In the event of an accident, illness or breach of behaviour expectations during an excursion, parents must be able to collect their own child/ren from the excursion venue.

PRESCRIBED MEDICATION

No medication will be administered unless it is:

- a prescribed medication.
- in its original package with a chemist label which clearly states the child's name and dosage, frequency of administration, prescribing doctor's name, date of dispensing and expiry date.
- The parent is required to fill in a Medication Authority form at the service. Some medications may require an Action Plan and Risk Minimisation and Communication Plan.
- At no stage will Panadol or Nurofen be administered to any child.

INJURED OR SICK CHILDREN

If your child becomes sick or injured the Service Manager/Responsible Person will make every effort to contact parents or emergency contacts. Please make sure telephone numbers are kept up to date on enrolment forms.

If required, the Service Manager/Responsible Person, as an agent for the parents, shall obtain immediate medical attention:

Please note the following:

- Staff hold current First Aid Certificates and will treat minor problems.
- Children's Panadol/Nurofen will **NOT** be administered.
- In the event of serious injury an ambulance will be contacted immediately, and the parent contacted.
- In the event of a head injury, parent will be advised of the injury and treatment given and sign the injury/incident form.

If your child is suffering from an infectious or contagious disease, they need to remain absent for the recommended period as per the Department of Health requirements.

COLLECTION OF CHILDREN

Children can only be collected by people nominated on their enrolment form. If you need to have another person collect your child, notification of the person's name and phone number is required in writing prior to collection, and we will also ask for photo ID to confirm their identity.

No child will be permitted to travel home on their own. All children need to be signed out by an authorised contact person.

All authorised contacts must sign in/out using their own mobile phone number and pin. Please see staff if you need to have your pin reset.

BEHAVIOUR GUIDENCE POLICY

Any child who is found, through their behaviour to be endangering the safety of anyone involved with the service, may be refused admittance until the Management and staff are satisfied there is not likely to be any further risk.

Any child who repeatedly and deliberately leaves the service on their own without permission or supervision (e.g., extra-curricular activities) and/or does not turn up when booked in will be refused admittance until Management and staff are satisfied that it will not continue.

A copy of the full Behaviour Management Policy is available to read at the service or a copy can be requested from the Service Manager. Acceptance of its terms & conditions is a required part of our enrolment process.

GRIEVANCES

Parent/Staff Grievances

All grievance or concerns should first be addressed and discussed with the Service Manager / Operations Manager.

If parents still have concerns, they should then address the issue with the Wishart P&C Executive Committee. Written form and heated discussions should never take place in a public forum or in front of children.

Parent / Management Grievances

All complaints and/or concerns regarding management of our program should be directed to the Wishart P&C Committee in writing or verbally at any time.

Complaints/Grievances Contact Process

Service Manager	Tracey Mackay	3849 6102 or 0458 152 205 manager.woshc@wishartsspnc.org
Operations Manager	Tracey Mackay	3849 6102 or 0458 152 205 operations.manager@wishartsspnc.org
P&C President	Darren Pace	0411 200 005 president@wishartsspnc.org
Regulatory Authority	Office for Early Childhood Education and Care MetroSouth.ECEC@qed.qld.gov.au Mt Gravatt Office 3028 8063	

USEFUL CONTACTS

Service	Phone	Website
13 HEALTH	13 43 25 84	www.qld.gov.au/health/contacts/advice/13health
Beyond Blue	1300 224 636	www.beyondblue.org.au
Black Dog Institute	02 9382 2991	www.blackdoginstitute.org.au
Brisbane Domestic Violence Service	07 3217 25 44	www.bdvs.org.au
Child Safety Service Centres	07 3434 1200	www.csyw.qld.gov.au
Child Wise	1800 991 099	www.childwise.org.au
Hopes Room	0437 386 946	www.hopesroom.org.au
Inclusion Support QLD	1800 811 039	www.inclusionsupport.qld.org.au
Kids helpline	1800 551 800	www.kidshelpline.com.au
Legal Aid Queensland	1300 651 188	www.legalaid.qld.gov.au
Lifeline	13 11 14 1300 659 467	www.lifeline.org.au
MensLine Australia	1300 789 978	www.mensline.org.au
Napcan	07 3287 3533	www.napcan.org.au
PANDA - Perinatal and Antenatal Depression	1300 726 306	www.panda.org.au
Parentline	1300 30 1300	www.parentline.com.au
Pregnancy, birth and baby helpline	1800 822 436	www.pregnancybirthbaby.org.au
QLD Child Health Clinics	~	www.qld.gov.au/health/children/babies/clinics

Queensland interpreting & Translation Service	07 3221 9983	www.qits.com.au
Relationship Australia QLD	1800 552 127	www.raq.org.au
Services Australia (Centrelink)	13 61 50	www.familyassist.gov.au
Statewide Sexual Assault Helpline	1800 010 120	www.health.qld.gov.au/sexualassult
Suicide Call Back Service	1300 659 467	www.suicidecallbackservice.org.au

LOCAL REGULATORY APPROVAL OFFICE

Office	Early Childhood Education and Care Department of Education and Training
Physical Location	Metro South Regional Office Level 2, Block A Garden Square 643 Kessels Road Upper Mount Gravatt QLD 4122
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WISHART

OUTSIDE SCHOOL HOURS CARE

POLICIES

FEEDBACK AND COMPLAINTS

To ensure service provision is in keeping with these policies and procedures and other applicable requirements, the Service invites comments and complaints from children, parents/guardians, employees and the community. The Service respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *Privacy Act 1988*

National Quality Standards, Quality Areas:

1. *Educational Program and Practice*
2. *Children's Health and Safety*
4. *Staffing arrangements*
5. *Relationships with Children*
6. *Collaborative Partnership with Families and Communities*
7. *Governance and Leadership*

Related Policies

Arrivals and Departures

Sun Safety

Infectious Diseases

Children with Medical Conditions

First Aid

Incident, Illness, Injury or Trauma

Code of Conduct

Interactions and Relationships with Children

Information Handling

Enrolment

Volunteer

Procedures

Children

- Children should be supported to express and raise concerns freely. Sensitivity may be required to fully understand the views and wishes of children. Educators should demonstrate proactive openness to hear and understand the complaints and feedback raised by children.
- All issues and concerns expressed by children will result in support and guidance by Educators, who will seek a timely and fair resolution.
- Educators will communicate resolved and unresolved complaints to the Nominated Supervisor.
- Where a resolution isn't immediately found, educators will model constructive behaviours and skills by assisting children to define the problem, its cause, discuss options and solutions, assess strategies and arrive at an agreed course of action.
- Issues of a serious nature will be dealt with by the Nominated Supervisor and/or Approved

Provider and in the appropriate forum.

- Serious concerns raised by children will be communicated to parents at the earliest possible convenience, ensuring this is completed by the Nominated Supervisor or Responsible Person in Charge within 24 hours.
- Serious concerns may require incident reporting and notification to the Regulatory Authority (see *Incident, Illness, Injury or Trauma Policy*).

Parents, Stakeholders and Employees

Parents will be advised of the *Feedback and Complaints Policy* on enrolment. Details will be contained in the OSHC Family Handbook. Complaint information is displayed in a prominent location, it will contain the name and telephone number of the person at the service who complaints can be address.

Feedback

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the Nominated Supervisor will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Nominated Supervisor, educator etc.) should clarify if the person is indeed expressing feedback or if they would like to raise a complaint for further management and/or resolution.

Complaints Process

- Parents, stakeholders and employees may raise their complaint either verbally or in writing. Any staff member can receive a complaint. Details of the complaint should be directed to the Nominated Supervisor for initial handling.
- The Nominated Supervisor will be the preferred contact for initial complaints. However, the complainant will have the ability to raise concerns with the Approved Provider directly.
- The Approved Provider should be the contact for complaints where:
 - the complaint is about the conduct of the Nominated Supervisor.
 - the complainant is not comfortable to take the complaint to the Nominated Supervisor.
 - the complainant is not satisfied with the Nominated Supervisor's handling of the complaint.
 - the complaint is regarding a matter of administration, management or governance.
- Any complaints relating to misconduct of a staff member will be handled in accordance with this policy where no other relevant policy/procedure exists.
- All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaint Register'. These records are stored in accordance with the service's information handling policy – securely, maintaining privacy and confidentiality through password protection.
- The Nominated Supervisor will notify the Approved Provider of any complaints. The Approved Provider and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of complaint handler.

- The complaint handler will consult with the complainant to discuss the matter. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).
- Depending on the seriousness of the allegation, the Approved Provider may need to report the complaint to the Regulatory Authority
- The complaint handler will contact the complainant to discuss (within 48 hours):
 - the nature and details of the complaint
 - the resolution sought.
- Where a resolution can be easily sought, the complaint handler will collaborate an action plan with the complainant and confirm the resolved status of the complaint. These items will be documented by the complaint handler and the complaint will be considered finalised.
- Where resolution is not easily sought due to:
 - strong dispute of the nature of the complaint or objection to the allegations,
 - conclusion will benefit from procedural fairness, or
 - previous resolutions have been unsuccessful.
- the Approved Provider will take steps to either mediate or investigate the matter to conclusion. The complaint handler will notify the complainant of the intention to either undertake mediation or investigation and outline anticipated timelines.
- The mediator or investigation may be coordinated by the Approved Provider or outsourced to a third- party. A mediator or investigator should be free from bias, impartial have the capacity undertake the task.
- The investigator will gather relevant information, statements from the complainant and information from relevant parties. The investigator's role is to establish the facts and find the complainant's claims either be substantiated or unsubstantiated. The investigator, if a third-party, will report their findings back to the Approved Provider who will advise the complainant of the outcome and recommended action.
- All finalised documentation and reports will be stored confidentially.
- Any matters of complaint can be referred to the Regulatory Authority for further guidance and/or assistance.

Quality Improvement

The Nominated Supervisor and Approved Provider will review the complaints register periodically to identify opportunities to enhance the quality and address systemic issues not yet identified.

FOOD AND NUTRITION

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. The Service encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

Our *Food and Nutrition Policy* reflects practices to promote children's normal growth and development, and appropriate food choices and physical activity (National Health and Medical Research Council, 2003). Additionally, is consistent with the current 'Dietary Guidelines for Children and Adolescents in Australia'. (2003).

The Service's menu is developed to 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).
- Low fat 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

The Service is committed to:

- encouraging children with opportunities to experience a healthy, balanced and nutritious snacks.
- ensures that food service, consumption and preparations are conducted in safe, clean, positive environments that promote meaningful interactions between children and other persons.
- endeavour to meet individual and family needs.
- Where children have food allergies, the Service will actively adhere to the medical recommendations, and ensure safety and wellbeing of children being cared for.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *Dietary Guidelines for Children and Adolescents in Australia (NHMRC 2003)*
- *'My Time, Our Place' Framework for School Age Care*

National Quality Standards, Quality Areas:

1. *Educational Program and Practice*
2. *Children's Health and Safety*
4. *Staffing arrangements*
6. *Collaborative Partnership with Families and Communities*

Related Policies

Incident, Illness, Injury or Trauma
Children with Medical Conditions

Workplace Health and Safety
Enrolment

Procedures

Development and review of Food and Nutrition Policy

A detailed nutrition policy will be developed with opportunities for consultation with families, Educators and the Management Committee.

The policy will be based on information from recognised health authorities, which may include any or all of the Commonwealth or State Government Health Department and non-government organisations with recognised expertise in nutrition (e.g., Nutrition Australia, Heart Foundation, Queensland Health).

The Service Manager will be responsible to regularly review, and when necessary, ensure that the Service obtains formal reviews of this *Nutrition Policy* from a recognised nutrition authority or a person duly qualified to advise in relation to it.

The Service Manager will report to the Wishart OSHC Sub-Committee at least once a year and otherwise whenever a change is made to this *Nutrition Policy*, on the Educator, parent and other consultations undertaken by the Service Manager in respect of the *Food and Nutrition Policy*.

Recommended food

Information about healthy food choices is gathered from recognized authorities (i.e., Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia).

Provision of healthy and varied food choices

Where the Service provides food, Educators will seek to provide food:

- Which is healthy, balanced, varied, age-appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003.
- Which includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods.
- Which as far as reasonably possible, meets the dietary needs of children with special dietary needs of which the Service has been made aware; and

- Service menus are planned using a checklist to ensure that the food provided is varied and encompasses all the food groups. Families, children and Educators are encouraged to contribute ideas for the menu.

Where afternoon tea is provided, a menu for the week will be displayed. Food is also supplied during vacation care with a daily menu on display.

The Service Manager will discuss with all parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at the Service. Details of these restrictions will be noted on the enrolment form and passed on to Educators. Food allergies or restrictions, which are based on health reasons should be accompanied by a letter from a medical practitioner or other health professional.

The Service Manager (and Educators) will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to Educators in relation to that child.

Where children have special dietary needs, which are not reasonable that the Service meet, the Service Manager will consult with parents and where necessary, the meal will be supplied from home.

When parents provide food for their child, healthy food and drink choices are encouraged.

The Eating Environment

Social interactions will be encouraged during meal/snack times. Educators will spend this time interacting with the children and model good eating, hygiene and social habits.

Children will be encouraged to use effective hand hygiene, prior to regular Service mealtimes.

To ensure safety, children will be encouraged to sit whilst eating and/or drinking.

Children eating food at the Service, outside the regular mealtimes of the Service, will be encouraged to use effective hand hygiene and to sit while eating.

Serving of food

Children will use tongs to serve themselves food. During vacation care, if an Educator helps serve food, tongs and gloves will be used.

At meal/snack times, Educators will encourage children to try different foods and to take appropriate portions.

Involving children

Educators involve and consult children when planning the menu and/or food activities and experiences through group meetings and/or children's suggestions.

Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

Drinking water

The Service Manager will ensure that children have ready access to cool drinking water.

Educators will encourage children to drink extra water during the summer months, supplying their own water bottle if necessary.

Educators will encourage parents to provide children with extra water to take with them on excursions.

Diverse cultural experiences

Food provided includes food from various cultures particularly those represented in the Service and local community.

Families from other cultures within the Service or wider community may be invited to participate in the program, providing children with food experiences from their own culture.

Food awareness activities will be chosen from a variety of cultures and may include:

- Different ways of serving the food (i.e., chopsticks);
- Different varieties of foods (e.g., feta cheese instead of cheddar);
- Foods that may have significance within their culture (e.g., ANZAC biscuits and their origin).
- Communication with families

The food provided by the Service is planned ahead and menus are displayed in a prominent place for families and children.

Where parents are required to provide food for their children, the Service will provide relevant nutritional information as well as suggestions for healthy food and drink choices. If a child has special food needs e.g., cultural requirements or food allergies, the Service will work with parents to develop a plan to meet the child's needs. Parents will inform the Service of any changes.

Parents are alerted to the Service's *Food and Nutrition Policy* via the Family Handbook (supplied on enrolment). Families are invited to contact the Nominated Supervisor, at any time, to discuss relevant issues surrounding food and nutrition (any comments, concerns or feedback).

Professional development

Service management will ensure that Educators are provided with adequate training and instruction in relation to food handling and storage procedures.

Educators will be encouraged to attend professional development on food and nutrition themes, when the needs is identified.

The Service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for Educators.

Food experiences

Food will not be used in the Service as punishment or reward for children.

Educators will encourage children to learn about food and nutrition through:

- Food awareness authorities being included in the Service program (e.g., Nutrition Australia);
- Engaging children in conversations about healthy lifestyles and good nutrition.
- Inclusion of children in Service meal routines.

Please note: This policy has been developed in accordance with recommendations from the *Dietary Guidelines for Children and Adolescents in Australia (NHMRC 2003)* and the *Queensland Health Panosh (Physical Activity and Nutrition in Outside School Hours Care)* resource.

INTERACTIONS AND RELATIONSHIPS WITH CHILDREN

The service encourages all Educators to build positive relationships with children that make them feel safe and supported in the service. The service encourages interactions with children to be authentic and responsive and be based on fairness, equity, acceptance, empathy and respect for the child's culture, rights and community. The rights of the child will be paramount when interacting and building relationships.

Educators will encourage positive relationships and interactions between children and their peers as well as with Educators, volunteers and other staff at the service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *United Nations Convention on the Rights of the Child*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*

National Quality Standards, Quality Areas:

1. *Educational Program and Practice*
2. *Children's Health and Safety*
4. *Staffing arrangements*
5. *Relationships with Children*
7. *Governance and Leadership*

Related Policies

Sun Safety

Infectious Diseases

Children with Medical Conditions

First Aid

Incident, Illness, Injury or Trauma

Drills and Evacuations

Harassment and Lockdown

Code of Conduct

Information Handling

Feedback and Complaints

Procedures

A positive atmosphere and the wellbeing of children attending the service is promoted through attentive and nurturing care and quality interactions between educators and children. Children's emotional development and social relationships are supported by role-modelling and enhanced by educators through conversation, discussion and promotion of children's language and effective communication.

Central to the interaction and engagement between children and educators is the delivery of the service's program. The service's program will reflect:

- Opportunities for children to engage in diverse experiences.
- Exploring and engagement with culture, having regard to the community of families
- Support for a range of ages, physical and intellectual developmental stages
- The choice, agency and decision making of children, including contributing to the athletics and physical environment.

In designing the program and activities for the service, educators regularly consult children, and their input will be used in the decisions made, ensuring children have a voice in their level of participation including:

- areas of interest they would like to explore.
- where and how they would like to play, with others, or alone.
- what they would like to use.
- the adults with whom they feel comfortable and secure.
- when and what they would like to eat; and
- how they prefer to sleep or rest.

Resources and activities will be sourced as to encourage:

- Expression and creativity
- Participation and collaboration
- Reflect and cater to the interests and abilities of children.
- Satisfy for the range of ages and developmental abilities.
- Accessibility to children allowing for independence and development of mastery.

Behaviour Support and Guidance

Educators will receive suitable instruction, support and training to respond to various developmental stages of the differing ages of the children who attend the service. Educators will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the service.

Educators will involve the children as far as reasonably possible in developing behaviour expectations for the service. These behaviour expectations will be clear, child focused, based on supporting the safety and wellbeing of children and others, easy to understand and will be on display throughout the service. This information is also provided in the *Parent and Family Handbook* issued to all parents/guardians on enrolment.

Educators are required to:

- Model appropriate behaviour, including use of positive language, and tone of voice.
- Monitor children's play, pre-empting potential conflicts or challenging situations and directing children to consider alternative behaviours.
- Use positive guidance and encouragement towards acceptable behaviour when prompting the service behaviour expectations.
- Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions.
- Consider how the environment is impacting on a child.

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Where exceptional support is required for children to behave in a manner to uphold the safety or wellbeing of themselves or others, the Nominated Supervisor will follow the procedures outlined in *Supporting Complex Behaviours*.

Social Interactions

Educators will encourage children to promote and develop their social skills and therefore facilitate positive interaction with each other. This includes opportunities to foster children to develop their self-regulation skills (see *Positive Behaviour Support Practices*).

Instances where children are displaying a pattern of behaviour that has or risks impacting on the wellbeing of others will be managed through meeting with parents/caregivers; to gain a better insight into the behaviour of concern and strategies to support the child (see *2.7 Supporting Complex Behaviours*).

Cultural Inclusion

The service will collect information about the diversity of culture and linguistics of the family attending the service at enrolment. The Nominated Supervisor will follow up on any request for considerations and ensure these matters are actioned in the appropriate way.

The service's program will celebrate a wide variety of cultures, paying particular attention to the cultures identified in the local community. The educators of the service will be supported to enhance their cultural competency through shared learning and a respectful workplace environment.

The service recognise the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. The service is committed to acknowledging and respecting the rich history of our first nations people give to our country. In doing so, the service looks to provide opportunities for children to experience and develop their understanding of the customs, traditions, and respect for the land Aboriginal and Torres Strait Islander culture upholds.

SUN SAFETY

The primary purpose of the service's sun safety policy is to ensure that all children attending the service are protected from the harmful effects of the sun, recognising sun exposure in the first 10 years of life is a major factor in determining future skin cancer risk. However, the service also acknowledges the opportunity to promote sound health and safety practices for children. The service views its sun safety practices as a chance to form good life-long habits and educate children about sun-smart behaviour. The service's procedures will be adopted throughout the year, regardless of season.

The rationale for this policy was provide by the Queensland Cancer Council and is consistent with their *Sun Smart Policy Guidelines for Education and Care Settings*. Our sun safety policy ensures that all children, staff and visitors attending our service are protected from skin damage caused by harmful UV radiation from the sun.

Children are expected to provide their own sun safe items (hats, sleeved shirts etc.). The service also recognises other opportunities to plan for minimised exposure to high levels of UV radiation.

The Approved Provider also recognises their duty to comply with Education and Care Services National Regulations 168 (2)(a)(ii).

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Regulations 2011: Regulations 113,114,168 (2) (a) (ii)*
- *Work Health and Safety Act 2011*
- *Cancer Council Queensland's SunSmart Policy Guidelines – Early Childhood Cancer Council Australia*

National Quality Standards, Quality Areas:

1. *Educational Program and Practice*
2. *Children's Health and Safety*
3. *Physical Environment*
4. *Staffing arrangements*
6. *Collaborative Partnership with Families and Communities*

Related Policies

Water Activities and Safety

Excursions

Workplace Health and Safety

Enrolment

Employee Code of Conduct

Procedures

Parent Communication and Responsibilities

- Parents will be informed of the *Sun Safety Policy* when children are enrolled. The *Sun Safety Policy* will be included in the service's Family Handbook.
- Parents will be asked to provide a broad-brimmed Sun Smart hat for their child and encourage them to wear it.
- Parents will be asked to provide appropriate Sun Smart clothing when the Service participates in water-related activities.

Routine Practices

The Nominated Supervisor (or Responsible Person) will:

- Ensure all sun protection measures are applied to children, staff and visitors while outside when the UV level is 3 or above, which in Queensland, is all year round including:
 - wearing adequate Sun Smart clothing and making use of shaded and/or covered areas.
 - wearing hats (ideally broad-brimmed) that protect the face, neck and ears; and
 - applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapplying every 2 hours (with parent/guardian permission and allergy safe as required).
- With the support of educators, encourage and show children how to apply their own sunscreen under supervision of staff.
- During outdoor events including excursions, ensure that adequate shade is provided or sought out when exploring locations.
- Monitor the daily UV rating (via SunSmart) to ensure accurate understanding of dangers/hazards are being controlled. (We use <https://www.sunsmart.com.au/resources/uv-widget>)

During Peak UV times of the day (where UV rating greater than level 3), children of the service will only be permitted to play in outdoor areas when multiple and adequate sun safe measures are in place. As a general rule: the greater the level/risk the more measures are implemented by educators and the service.

Sun Safe Measure	Directions
Hats	<ul style="list-style-type: none">• Children and staff are to wear broad-brimmed hats (or bucket hats).• Children must bring their own hats to the service. However, in emergency cases only, spare hats are available. Borrowed hats must be placed in OSHC laundry basket at the end of the session.
Sunscreen	<ul style="list-style-type: none">• Children and staff will be provided with minimum SPF30 sunscreen. This will be administered prior to outdoor activity sessions between 10am and 3pm or in accordance with the daily peak UV rating for the local area.• Parents are requested inform the service of any allergies to sunscreens and are welcome to provide alternatives with equivalent level of protection.

Shade	<ul style="list-style-type: none"> • Where possible, educators will operate outdoor activities, including excursions, in shaded areas, especially during the summer months. • Program planning will identify alternatives when considering outdoor play in high UV. radiation times. Where possible this will be avoided, where not possible increased measures of protection will be explored.
Sleeved Shirts	<ul style="list-style-type: none"> • Children and staff must wear a top with sleeves to the service - singlets or sleeveless tops are not permitted. • Spare shirts with sleeves are available in spare clothing drawer in case of emergency. • Parents will be reminded of expectation in the vacation care program.
Swimming Clothing	<ul style="list-style-type: none"> • For swimming and water play activities, a sleeved sun top must be worn over swimsuits. A sun-safe lycra top (swim shirt) is preferred.

Where the UV rating is level 2 or below, educators can permit outdoor play as long as suitable (at least one) sun safety measure has been adopted.

Absence of belongings

The service, where possible, will have spare items available. When parents do not provide appropriate clothing and equipment for children, the first step is for the Nominated Supervision/Responsible Person in Charge to have a gentle ‘prompting’ conversation with the parent. Where this does not impact a change, the Nominated Supervisor will meet more formally with the parent to address the concerns.

Role-Modelling

Educators will ensure that all children, staff and visitors attending the service are protected from the harmful UV effects of the sun during the recommended times of the day.

Sun safety will be practiced at our Service throughout the whole year. The UV rating will be checked, and sunscreen applied if the UV is 3 or over as per SunSmart.