

Ermington OOSH Family Handbook
14 Winbourne Street West Ryde 2114

ERMINGTON OUT OF HOURS SCHOOL CARE INCORPORATED
ABN: 14 104 148 613



Ermington OOSH

FAMILY HANDBOOK

14 Winbourne St, West Ryde 2114
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Phone: 0478 117 321
Director: Rachel Ferguson
Assistant Director: Maia Kostic-Woolcock

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Welcome to Ermington Before & After School Care. Ermington OOSH is a non-profit organisation managed by a voluntary parent committee & is incorporated. We provide before & after school care for children who attend Ermington Public School & vacation care for any school aged children in the local area.

1. Centre Philosophy

Ermington OSHC values and respects each child as a unique individual with diverse needs and strengths. Our goal is to support children in their growth and learning while fostering positive self-esteem and independence.

We believe in providing equal opportunities for exploration and play, regardless of age or gender. Play empowers children to make their own choices, find solutions, and develop at their own pace and in their own way. Our inclusive approach aims to nurture positive identities related to gender, race, culture, class, and individuality.

We are committed to creating a safe environment where consistent limits and guidelines help children form secure, respectful, and reciprocal relationships. We envision OSHC as a fun and supportive space that fosters partnerships between home and the centre. Open communication and strong relationships among parents, educators, children, management, and the community are essential. We encourage and invite families to engage in programming, planning, and relevant issues by collaborating with educators.

2. National Law and Regulations

The National Quality Framework (NQF), consisting of the Education and Care Services National Law and Regulations, provides a national standard for early childhood education and care services across Australia. The National Law and Regulations outline operational and legal requirements for services that provide outside school hours care.

Our Quality Improvement Plan is based on these regulations which include: the National Standards; the National Law; and the School Aged Framework (My Time, Our Place).

The Australian Children's Education & Care Quality Authority (ACECQA) is responsible for the guiding of the NQF at the national level. This process aims to ensure all services are meeting satisfactory standards of care. We are assessed according to the National Quality Standards, consisting of 7 Quality Areas.

For more information:

National Law - <https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-104a>

National Regulations - <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>

ACECQA – <https://www.acecqa.gov.au/>

My Time, Our Place – <https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>

NQF - <https://www.acecqa.gov.au/nqf/about>

National Quality Standards - <https://www.acecqa.gov.au/national-quality-framework/the-national-quality-standard>

Assessment and Rating Process - <https://www.acecqa.gov.au/assessment/assessment-and-rating-process>

National Quality Framework - <https://www.acecqa.gov.au/nqf/national-law-regulations/approved-learning-frameworks>

3. Contact Details

Phone: 0478 117 321

Address: 14 Winbourne St, West Ryde 2114

Email: educator@ermingtonoosh.com.au

Website: www.ermingtonoosh.com.au

Director: Rachel Ferguson

Assistant Director: Maia Kostic-Woolcock

Educational Leader: Georgea-Mae Bampton

WHS Representative: Alex Hung

Senior Educators: William Spenceley, Melanie Brescia, Olivia Collins, Patrick Ferguson

Please note all people listed are RP trained

4. Hours of Operation

Monday to Friday: 7am-9am (children dismissed at 8.35am all children must be in by 8:15am) & 2.00pm-6.00pm (children arrive at 3.00pm)

Kindy children will be kept first term up until 9am and walked over by Educators.

Vacation Care & Pupil Free days: 7am-6pm

As these are our licensed hours, we are unable to accept children outside of these times.

5. Staff: Child Ratios

The Centre has 5 permanent staff being the Director, Assistant Director and 3 other Educators. We additionally have a pool of consistent casual staff. There is always a minimum of two staff members on duty and the centre adheres to the National Standards for Outside School Hours Care of one staff member for every 15 children for before and after school and vacation care (1 to 5 for swimming or water excursions).

All staff are encouraged to have First Aid Certificates & must hold a current Working with Children Check.

All Responsible Persons have participated in Child Protection training (Identifying and Responding to Risk of Harm).

6. Management

The Management Committee is comprised of a voluntary group of parents. The Committee decides matters of policy, fees, staffing & all matters relating to the running of the centre. This Committee usually meets at the centre once each term at approximately 7.00pm.

Families are always welcome to join the Committee. The Annual General Meeting is held in Term 2 each year. The committee additionally meet once a term, typically at 7pm on a day that best suits all members.

Our centre outsources administration to CHAMP Enterprises who manage the financial aspects of our centre, as well as many other centres. They will email you with a fortnightly invoice statement to assist you in keeping up to date with your fees. You may contact them directly with enquiries about centre fees, childcare subsidies, and other questions directly relating to your bookings.

7. Approved Places

Ermington OOSH must adhere to the number of allocated spaces they have been approved for according to the license. The centre is unable to go over these places. Current allocated places are at a maximum of 117.

8. Enrolment

Enrolment Forms

To enrol your child, you must complete an enrolment form and pay the annual membership fee. Enrolment forms can be found via the 'My Family Lounge' website or from our website. This must be completed in full, prior to your child attending the Centre. This form contains medical consent in case of an accident. It also specifies who may collect your child from the Centre as well as immunisation records. Families must update this information to ensure all details are current.

Any child with a medical diagnosis must have this entered their enrolment form. This includes allergies, anaphylaxis, asthma, dietary requirements or any other medical condition. Families are required to provide action plans, doctors certificates and medication when applicable. Please contact the centre for more information if this applies to you.

Note: You will not be able to choose a centre until you have secured a position with us. We suggest enrolling via our website so you are directly linked to our centre.

Change of Details

Parents must update their child's enrolment as soon as possible when enrolment details change, including contact details.

Membership Fee

A \$35 membership fee is charged per family annually, whether the family is using the centre on a permanent or casual basis. This covers Vacation Care. The centre cannot be used without the payment of this fee. Applications for care will not be accepted unless the membership fee has been paid.

Court Orders

If your child is affected by court orders, a copy of these papers must be attached to your enrolment form and the original sighted by staff. In the case of separated families, if you have given authorisation for an adult to pick up your child on the enrolment form, staff will assume that this information has been approved by your child's other parent/legal guardian.

Split Accounts

In the case of separated families accounts can be set up for both parents so that they may each have their own bookings and accounts. Both parents must have their own Centrelink CRN (Customer Reference

Number) and must ensure that they indicate the correct account when completing change of booking forms.

9. Bookings

Permanent Bookings

Permanent bookings are made if a child is to attend the Centre on a regular basis (i.e. the same sessions every week). Permanent bookings must be made at least 1 week in advance. Families must notify the Centre if a child will not be attending one of their permanent booking days. This must be paid regardless of attendance and will be charged as an absence.

To cancel a permanent booking, 2 weeks' notice must be given via email. Permanent bookings falling on a public holiday are not charged.

Casual Bookings

Casual bookings are when a child attends irregularly or occasionally and are booked by contacting the Centre via email, phone, or in person. It is advisable that the centre is given as early notice as possible as casual bookings are only accepted if places are available for the required session. Families must check with staff first before telling their child to attend the centre. Families can then notify the school who will pass a message onto your child, if you have not yet informed your child of their afternoon casual booking.

Casual bookings may be cancelled with a minimum of 24hrs notice unless it is a Vacation care booking, which must be cancelled 2 weeks in advance to avoid an absence fee (full payment). Notice is required to allow time for the Centre to adjust staffing levels or to give the spot to another family on the waiting list.

Vacation Care

Vacation Care is provided during the school holidays except for the period between Christmas & New Year, the first week or two of January & public holidays. Vacation Care booking forms are sent out via email, available for collection from the Centre, and can be downloaded from the website at least 4 weeks prior to the beginning of each Vacation Care period. Details for each Vacation Care are attached to the Vacation Care booking forms.

All fees for Vacation Care will be paid via direct debit on the fortnightly pay run.

Once Vacation Care has commenced, there will be no changes to bookings as the centre will have committed to staffing levels & activities/excursion costs. If your child does not attend, it will be charged as an absence unless cancelled two weeks prior to the booking date.

It is compulsory that children be provided with a bag, hat, water bottle, recess and lunch each day unless otherwise specified. The Centre will provide breakfast until 8.15am and provide afternoon tea each day. Lunch may be provided by the centre on specified days; however, it is the family's responsibility to read the advertised program to ensure their child's bag has been packed appropriately. If the Centre is required to provide additional food or drink to a child who has come unprepared, an additional cost will be incurred.

The Vacation Care program is separate to the Before & After School Care program. Therefore, you will be required to book your child(ren) into the Vacation Care program each holiday, as needed. Vacation Care bookings open around Week 5 of each term and families can book via the casual calendar on 'My Family Lounge'.

Vacation care booking must be cancelled 2 weeks in advance to avoid an absence fee (full payment).

Pupil Free/Strike Days

Pupil Free days are expected to fall on the first day of Term 1, 2 and 3, and on the last two days of Term 4. On these days, the Centre is open from 7am - 6pm. Fees & activities for Pupil Free Days are advertised along with the Vacation Care program.

Permanent booking charges do not apply on Pupil Free days.

For industrial action days/strike days, the Centre will decide if it can offer care on a case-by-case basis depending on staffing levels. The Centre is unable to provide care for the whole day, however, for a half day strike, the Centre will operate Before and After School Care as per normal and children will be supervised by the school during regular school hours.

Priority of Access

We will not discriminate against any families needing care during out of school hours, except under the Commonwealth Government Priority of Access Guidelines:

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

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

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

10. Fees and Charges

Before School Care:

- Permanent: \$14.00
- Casual: \$17.00

After School Care:

- Permanent: \$26.00
- Casual: \$28.00

Vacation Care:

- \$55.00 per day (base rate) plus any in-centre costs and fees for excursions or incursions. Prices vary depending on program.

Late pick-up fee:

- \$50.00 for the first 5 minutes and \$2 per minute after 6.05pm.

Note: Recurring late pick-ups may result in cancellation of booking.

If a child is not collected by 6:30pm and no contact can be made with the family or emergency contacts, the child will be handed over to the Police or the Department of Communities and Justice.

Non-notification of absence fee:

- \$5 per child per session

Annual Membership Fee:

- \$35.00 per family

11. Absences

If your child will not be present at a session (before school/after school/vacation care) whether it is a casual or permanent booking, you must notify the Centre immediately. Attendance is taken in each session to make sure all children are present. Staff will carry out a search for any child not reported absent and not present at roll call.

It is your responsibility to inform staff. A non-notification fee of \$5 is charged if the centre has not been contacted. Please do not pass on a message with a sibling or the school.

Note: The school does not pass on messages regarding absences if your child is away.

Each family registered for CCS is eligible for 42 allowable absences each financial year. When your child is absent due to illness (or any of the other reasons that grant an allowable absence) and a doctor's certificate or proof documentation is provided this does not come off your 42 allowable absences. The certificate must be handed in by the end of the week as the Centre must submit attendance data by the end of each week. If your child is away for a session & you have used up all 42 allowances, you are required to pay full fees for any sessions they are absent thereafter.

12. Payment of Fees

All accounts will receive a weekly invoice statement to their nominated email address to notify them of the amount owing. Fees will be calculated based on current bookings and childcare subsidies.

The Centre accepts payment via direct debit (separate form required) or bank transfer. No cash payments accepted.

For payments via direct debit, accounts will have the amount charged clearly marked on the last page of the statement. Prompt payment upon receiving these statements is expected.

For payments via bank transfer, please see the details below:

Account Name: Ermington OSHC

BSB: 062 271

Account Number: 1006 8109

Please include your full name in the description.

Fees will be paid via direct debit every fortnight. The centre will follow up non-payments with families and after recurring non-payments, the centre has the right to cancel or refuse care. During this time no casual bookings will be accepted. Please note that failure to pay your fees will result in legal action.

13. Child Care Subsidies

Families must meet eligibility criteria for CCS.

Parent must:

- care for their child at least 2 nights per fortnight or have 14% share of care
- be liable for childcare fees at an approved early childhood education care service
- meet residency requirements.

Their child must:

- meet immunisation requirements
- not be attending secondary school (unless an exemption applies)
- be 13 or under (except in certain circumstances).
- If a child doesn't attend a session of care at least once in 26 consecutive weeks, they will stop being eligible for CCS. If a child starts to attend care again, a family can make a new claim for CCS.

To claim CCS, families must obtain:

- Customer Reference Numbers (CRN) for both the parent and the child
- A date of birth for the parents and the child

Once we have these details, we can formally enrol the family for CCS and your entitlements will be calculated.

Services Australia works out a family's CCS percentage based on their family income estimate.

A family's CCS subsidy rate is the percentage of the hourly rate the government will subsidise. It will apply to the hourly fee or the relevant hourly rate cap, whichever is lower.

Your subsidy will be allocated to your fees on a weekly basis which will reduce your weekly fees. Parents need to contact Centrelink for assistance.

14. Programming

Children play spontaneously or engage in an educational program.

The Program is created based on play-based activities and is a representation of the children's current interests, knowledge, and skills. Programming at the centre is shared between the Educators and the children. We organise sports, cooking, games, arts and crafts, drama, and science experiences, based on the children's observed needs and interests. The children are open to give feedback and suggestions for activities. Our program is very flexible and allows for a lot of spontaneous and free choice activities.

We would love for our families to get involved in the programming aspect of the Centre. If you have any skills, ideas, or suggestions that you would like to share with the Centre please feel free to chat with one of our friendly staff or send an email to ermingtonoosh@live.com.au



15. Provision of Food

Weekly menus are on display for families to view in the Centre and on our website. The Centre is committed to healthy eating and regularly reviews the menu to ensure that the children receive well balanced snacks and drinks.

Please ensure the centre is notified in writing, including in enrolment forms, of any allergies or food restrictions your child may have.

For all allergies or anaphylaxis, you will need to provide an Action Plan signed by a doctor. In some circumstances you may need to provide your own food. Please see the 'Allergies and Anaphylaxis' section for more information.

Breakfast is served until 8:15am and afternoon tea is served after 3pm. The Centre is a nut aware zone & we do not serve any foods that contain nuts and do not allow foods that contain nuts to be brought in during Vacation Care due to the severity of some children's food allergies.

16. Signing in and Out

You must sign your child in for Before School Care and sign out for After School Care. You are required to sign in and out for Vacation Care. This is a legal requirement. It is not appropriate for children to access the roll. Responsibility for the care of your child only begins once they enter the premises and are signed in by an authorised adult.

We are required to keep detailed information on your child's attendance, especially for families receiving CCS. If families neglect to abide by the legislation, CCS may be cancelled as a result. Signing in and out is also important for safety/insurance reasons, including fire drills and other emergency procedures. Children should not be left outside the building before 7am. We cannot accept responsibility for children prior to this time.

Families must advise Educators in person or by phone when someone different will be collecting their child or children on a particular day. Children will not be released to any unknown persons without notification prior nor if that person is not listed on the child's enrolment form. Please let the pick-up person know that staff will need to see photo identification on arrival.

Please note that the Educators have the right to ask for proof of identification at any time regardless of the relation of the individual with the child. This is for the safety of the children.

The iPad located at the outside of the OOSH room is used as a sign in and out system. You are required to enter your phone number that is reflected on your child's enrolment form and your PIN to access the portal. PINs can be customised with the help of one of our friendly Educators.

If it is your first time using the Kiosk, your pin will be 0000 and then you will be asked to set your own pin which will be used for all future sign ins/out.

The sign in/sign out system serves as documentation for the 42 days allowable absences that parents receiving CCS are entitled to each financial year. It is also a legal requirement by the federal government and by not doing so, may affect your CCS.

17. Extra-curricular activities

Centre staff are happy to remind children to attend Before or After School extra-curricular activities (e.g. band, dancing, aerobics, karate) but are unable to provide a drop off or pick up service. Whilst in our care, children will be released from the Centre only if an 'Extra-Curricular Permission Form' has been completed and received from parents prior to the commencement of the activity.

When your child has gone to an activity, the child is no longer under the Centre's duty of care. Staff will sign your child in and out before they attend their activity, and they are required to come to OOSH first. If you are picking up your child from their activity, please sign out on our roll that you have collected your child, otherwise, we will still be expecting them back afterwards.

Once children have arrived back, Educators will sign them back into our care. The school has communicated with all community users that they must return children to OOSH safely after the activity has ended.

18. Polices

The following is a summary of the Centre's policies and procedures. Parents and families are welcome to read them in detail in the policy and procedures folder situated on the information table at the centre.

Administration and Management- hours of operation; service access; enrolment; fees; dropping off and picking up; absent children; maintenance of records; policy development; complaints; role of management; financial management

Facilities and Equipment- security; building equipment & repairs; storage; heating, lighting and ventilation; pest control; indoor and outdoor environment

Staff Policies- staff selection; conditions of employment; staff orientation; professionalism; in service training; staff appraisal; grievance procedures; disciplinary action; casual staff; volunteers; staff: child ratios; communication

Health and Safety- hygiene; food and nutrition; hazardous materials; transportation; sun protection; emergency procedures; first aid; accidents; death of a child; illness and disease; immunisation; allergies; medication; child protection; child management.

Programming- daily routines; written programs; gender equity; cultural relevance; excursions; planning; authorisation; transportation; staff ratios; videos and film.

19. Medications and First Aid

First aid

Only staff with first aid training will care for injured children. Families will be informed of any serious accidents and will be asked to sign an incident report.

Medical conditions

If your child has a diagnosed medical condition (e.g., Asthma, Anaphylaxis, Diabetes, Epilepsy, severe Allergy, Anxiety, ADHD, or Panic Disorder), please review the following requirements to ensure your child can continue to attend:

1. Action Plans & Medical Management Plans

- Format: Must be the most recent national template (2026 preferable but 2025 is still acceptable).
- Details: Must include Child's Name, DOB, triggers, specific medication/dosage, review date and a Doctors Signature.
- Self-Administration: If your child is to carry or administer their own medication (e.g., an older child with a puffer), the doctor must specifically authorise "Self-Administration" in writing on the plan.
- Photo: Must include a current colour photo of your child. (If you need help, we can take and print one at the Centre).

2. Medication & Handover Safety

- Safe Handover: All medication must be handed directly to a staff member and signed in correctly. For the safety of all children, medication must never be left in a child's bag.
- Pharmacy Label: Every medication (including over-the-counter items like Claratyne or Panadol) must have a printed Pharmacy Label. This must show the child's name and the exact dosage. We cannot legally administer medication that is unlabelled or handwritten.
- Original Packaging: Medication must be in its original container (including the box for puffers or EpiPens).
- Expiry Dates: Medication must be in date. For compliance, medication is considered expired on the first day of the month listed (e.g., 02/2026 expires on 1st February 2026).

3. Risk Minimisation & Communication Plans

- The Centre will collaborate with you to create/update a Risk Minimisation Plan and a Communication Plan.
- These documents outline how we manage your child's needs in the OOSH environment and how we ensure all staff (including casuals) are kept informed of your child's health status.
- These must be signed by both a Parent/Guardian and a Staff Member to be valid.

4. Enrolment Records & Authorisations

- Please ensure all medical conditions are disclosed on your child's Enrolment Form.
- Note: Even with a doctor's plan, a parent/guardian signature is still required on our Service Medication Record before any dose can be administered.

Administration of medication

If a child requires medication, families must complete an "Authorisation & Administration of Medication" form.

Please note that for staff to administer medication, families must:

- Supply the medication in its original packaging. This must be given directly to Educators and not left in the child's bag. Staff will store the medication in a safe and secure place, ensuring it is out of the reach of children.
- The packaging must have the child's name on an official chemist label
- Exact time and dosage needed must be specified on the medication form
- Authorisation from anyone other than the authorised guardians cannot be accepted. If anyone other than the authorised guardian is bringing medication to the centre, a written permission note from the authorised guardian, including the above information, must accompany the medication.
- For long term supply of medication (e.g. ADHD/ADD, epilepsy) the centre will require a letter from the child's doctor outlining the need for the medication to be administered.

If children are receiving medication at home or school but not at the Centre, families should inform the Centre of the nature of the medication, its purpose, and of any side effects it may have for the child so that staff can properly care for the child. Where children have medication in their school bags, children will be asked to place the medication in a secure place in the Centre. Families are to ensure that the medication is taken home each afternoon.

20. Sun protection

It is Centre policy that children and staff are appropriately protected against the sun, especially during the summer months. Families should inform their children of the need to protect their skin against the sun by wearing hats, a shirt that covers their shoulders and necks, and using sunscreen. In summer, (Term 1 & 4 and January Vacation Care) the Centre strictly enforces the school rules of "No hat, play in the shade" rule or they can play inside. Children require sunscreen if the UV is 3 or more.

An SPF 50+, broad-spectrum, water-resistant sunscreen is available in the centre but children and staff must apply the sunscreen themselves.

During Vacation Care, parents are encouraged to apply sunscreen to their child prior to attending the Centre and reminded to supply a suitable hat each day.

Where children have allergies or sensitivity to sunscreen, parents will be asked to provide an alternative sunscreen, and the children encouraged to play in sheltered areas. Outdoor activities will be held in shaded areas whenever possible. All sun protection practices will be maintained while on any excursions.

21. Illness & Infectious Diseases

Sick children need to be cared for at home until they are well enough to cope with the day-to-day activities at the centre & are not infectious to others. If your child becomes ill during the day at the Centre or has a temperature of more than 38°C you will be contacted & must be able to come as quickly as possible or to arrange for your child to be picked up as soon as possible.

The Centre does not have the staff, resources, or available space to care for sick children.

Do not send your child to Before or After School Care or Vacation Care if they are feeling unwell.

Head lice, the flu, COVID, impetigo and conjunctivitis are all highly contagious. Please take appropriate steps to ensure other children will not be infected. Checking your child's hair on a regular basis for head lice, covering impetigo sores to eliminate contact and immediately seeking medical intervention for conjunctivitis is good practice.

Colds and viruses: Please remind your children of good hygiene practices, such as covering their mouths when they cough or sneeze, using a handkerchief or tissues and washing their hands after using the toilet, or after coughing into their hand.

Measles and chicken pox: Children must remain at home until they receive a clearance letter from the doctor. As we may have children who are not immunised, the Centre appreciates being informed if your child has either of these conditions.

Whooping cough: Children who have not been immunised and come into contact with a case of whooping cough will be excluded from the Centre for 14 days from exposure or until they have received a medical clearance certificate.

Contagious periods apply to all these infectious diseases and should be observed.

Under the provisions of the Public Health Act 1991 and Regulation, doctors, hospital chief executives (or general managers), pathology laboratories, directors of childcare centres and school principals are required to notify the following diseases:

- Diphtheria
- Measles
- Rubella (German measles)
- Mumps
- Pertussis (Whooping Cough)
- Poliomyelitis
- Tetanus
- Covid-19

Notification of Infectious Diseases

Infectious diseases must be directed to the local Public Health Unit and should be notified within 24 hours of diagnosis.

Immunisation

The Public Health (Amendment) Act 1992 requires parents to provide documented evidence of a child's current immunisation status when enrolled in childcare centres. It is not compulsory to have your child immunised, however in the event of an outbreak of a vaccine-preventable disease in a childcare centre,

children not immunised will be required to remain at home for the duration of the outbreak for their own protection.

22. Diagnosis, Allergies, Anaphylaxis or Asthma

Families are asked to inform the Centre of any allergies, diagnosis or asthma that their child may have at the time of enrolment. Where a child has an allergy or anaphylaxis, the parents are asked to supply an Action Plan from their doctor explaining the effects if the child is exposed to the source of their allergy and to explain ways the staff can help the child if they were to become exposed. Children with asthma must also provide an action plan. The action plan needs to be signed by your doctor.

If the child is anaphylactic and requires the use of an Epi-Pen, families must provide the Centre with an Epi-pen and other stated medication (on Action Plan). Staff are trained in the use of Epi-Pens.

If a child is asthmatic and requires medication according to an Action Plan, families must provide this to the Centre.

If a child has a diagnosis that is relevant and may impact care requirements for the centre, families must provide adequate information to the Centre. This may include letter of diagnosis, behavioural plans or notes from a medical professional.

Families are required to keep all medication up to date.

If a food allergy exists, families are asked to supply any information about the child's diet, if required.

All food allergies, anaphylaxis, diagnosis or asthma will be placed on a notice near the kitchen area to remind staff. A list of restricted foods along with alternatives will be recorded.

If the Centre does not receive the medication or Action Plan, the child cannot attend the service.

23. Emergency Procedures

The centre has emergency procedures that are practiced, with the children, at least once every term and during Vacation Care. Emergency procedures can be found at each entrance.

24. Child Protection

Staff have a "duty of care" towards the children in the Centre. All staff hold Working with Children Checks. All volunteers & students complete a Working with Children declaration. Any child suspected of being at risk of significant harm is to be reported to the ChildStory reporter. Staff will use the online "Mandatory Reporter Guide" to guide them in the following areas of concern: physical abuse, sexual abuse, psychological harm, relinquishing care, an unborn child, parent/carer substance abuse, parent/carer mental health, domestic violence, and neglect (supervision, physical shelter/environment, food, lack of medical care, mental health care, & education). This will be done without consultation or consent from a child's family. Parents will not be informed of any reports made.

25. Grievances Procedures

If a family has a complaint or concern about the Centre, another child or family, we suggest they organise a time with the Director/s to discuss the issue. A parent may also put their grievance in writing to the Management Committee. Please do not approach the staff, the children or parents in question in person. For serious grievances both the Director and Management Committee will review the grievance and make mutual recommendations for the resolution of the issue. At all times, Ermington OOSH is committed to the timely and positive resolution of concerns, complaints and grievances.

26. Confidentiality

All information provided to this service by families is considered confidential. Enrolment forms and correspondence is kept in secure premises and only viewed by members by staff as required. Ermington OOSH is committed to the protection of family's privacy and due consideration is given to the processes of information collection and storage at the Centre.

In the event of a Child Protection issue, information will be passed on to the Department of Community Services, police and any other agencies as legally required. There is also a legal framework for interagency information exchange established under the Children and Young Persons (Care & Protection) Act 1998 which allows organisations to share information about children or young people without their clients' consent. It takes precedence over the protection of confidentiality or of an individual's privacy because the safety, welfare and wellbeing of children and young people are paramount.

27. Students and Volunteers

The Centre is occasionally asked by universities/TAFE to allow students to use our centre for their Practicum. They are required in their course material to do observations on a child.

If your child is chosen you will be asked for your written permission before the observations begin. The students may also be assessed in the workplace by their onsite teachers. These students and teachers are subject to Working with Children Checks.

We are also asked by high schools to allow senior students to complete volunteer work at our centre (e.g. Duke of Edinburgh, work experience). These students are not left in charge of supervising the children at any time.

28. Social behaviour and Inclusion

Children are encouraged to develop social skills that allow them to resolve conflicts without the need for aggressive or destructive behaviours. When situations occur that require adult intervention, staff will respond in recognition of each child's developmental stage & social competencies. Staff will discuss with you any matters of concern or breaches the Centre's Behaviour Policy. For further information regarding behaviour management please see the Policy & Procedures Manual.

We aim to assist children in developing their full potential, regardless of their gender, race or cultural background. All children will be treated in the same manner & provided with the same access to all materials and equipment. Staff will not be judgmental towards the families & will respect any differences in childcare practices (except for child protection concerns). All activities & behaviour in the Centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities & experiences in an environment free from racial prejudice and harassment.

Inclusion Support Program

The Inclusion Support Program helps early childhood education and care (ECEC) services address barriers to inclusion. It helps children with additional needs participate in ECEC through tailored support and funding to services.

The Inclusion Support Program (ISP) supports ECEC services to improve their inclusive practices. It does this through tailored support and funding to ECEC services who need it.

ISP supports services to:

- address barriers to inclusion
- build capacity and capability to include children with additional needs
- implement quality, inclusive and equitable practices.

The program aims to:

- provide children with additional needs the opportunity to learn and develop next to their typically developing peers
- ensure all children have genuine opportunities to access, participate and achieve positive learning outcomes.

We fund ISP, which is a national program. Inclusion Agencies in each state and territory deliver the program. To do this, they work with a national Inclusion Development Fund Manager.

29. Clothing

Please ensure that your child's clothing and hats are clearly labelled. This ensures that they can be returned to you promptly. The centre has a lost property box under the sign on desk that is emptied weekly, & any items that are not labelled are sent up to the school lost property box on the stage. During Vacation Care please ensure your child is wearing clothes that are appropriate for both the weather and daily activities.