

CLUB HOUSE BOOT CAMP



KIDS REDISCOVERING
LIFE SKILLS

OSHC Parent/Guardian Handbook 2025

150 Bowen Street, Warragul **VIC 3820**
36 Crosses Road, Traralgon **VIC 3844**
Lot 2, McGlones Road, Drouin **VIC 3818**

admin@clubhousebootcamp.com.au
www.clubhousebootcamp.com.au

0414 861 442

[https://www.facebook.com/
clubhousebootcamp](https://www.facebook.com/clubhousebootcamp)



Welcome

The staff at Club House Boot Camp would like to welcome you and your family to our service. We hope that your time with us will be a rewarding experience for both you and your child.

We proudly champion Child Safe Standards and have daily discussions about respect and kindness.

CHBC provides care for ELC to year 6 at Before and after school care and Prep - year 6 at Vacation Care.

Warragul OSHC service offers 11 place at Before school care, 30-places at After school care, and 60 places at Vacation Care.

Traralgon OSHC service offers a 11-places at Before and After school care, and 60 places at Vacation Care.

Drouin OSHC service currently offers 11-places at Before and After school care and does not operate a Vacation Care program.

Hours of operation are: BSC 6:45 - 8:45am, ASC 3pm-6pm, VAC 6:45 - 6pm

Statement of commitment to child safety

Club House Boot Camp OSHC is a child safe organisation that welcomes all children, young people and their families. We are committed to providing environments where our students are safe and feel safe, where their participation is valued, their views respected, and their voices are heard about decisions that affect their lives.

Our child safe policies, strategies and practices are inclusive of the needs of all children and students. We have zero tolerance for child abuse and take proactive steps to identify and manage any risks of harm to students in our service environments.

We promote positive relationships between students and adults and between students and their peers. These relationships are based on trust and respect. We take proactive steps to identify and manage any risk of harm to students in our environment. When child safety concerns are raised or identified, we treat these seriously and respond promptly and thoroughly, following the procedures outlined in St Paul's Mandatory Reporting Modules.

Particular attention is given to the child safety needs of Aboriginal students, those from culturally and linguistically diverse backgrounds, international students, students with disabilities, those unable to live at home, children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ+) and other students experiencing risk or vulnerability.

Inappropriate, intimidating or harmful behaviour targeting students based on these or other characteristics, such as racism or homophobia, is not tolerated at our service, and any instances identified will be addressed with appropriate consequences as stated in our Student Behavioural Agreement.

Child safety is a shared responsibility.

Every person involved in our school and OSHC service has an important role in promoting child safety and wellbeing and promptly raising any issues or concerns about a child's safety. We are committed to regularly reviewing our child safe practices, and seeking input from our students, families, staff, and volunteers to inform our ongoing strategies.

Governance

Our staff team is currently comprised of a Manager, Administration Officers, Finance Officer, Early Childhood Educators and various qualifications in Early Childhood Education and Care as well as Bachelor of Education students..

The service is an accredited Child Care Service, approved and licensed by the Australian Children's Education and Care Quality Authority and is supported by the Department of Education to ensure ongoing compliance with the National Quality Framework.

Our Assessment and Ratings as at October 2024 is 'Meeting'
Drouin service is yet to be rated.

Please feel free to speak to the Manager or staff to raise any ideas or issues. Information on how to join the committee is available from the office.



Philosophy

This philosophy acknowledges the Gunai Kurnai people as the traditional owners of the land where children are growing and learning. Educators are committed to providing learning experiences that reflect Aboriginal and Torres Strait Islander culture and traditions.

Club House Outside School Hours Care (OSHC) is based on the old fashion backyard 'club house' where friends gather, share ideas, give things a go, get dirty and laugh a lot. Club House offers a friendly, caring and safe environment where children can happily participate in a variety of fun, enjoyable experiences that are responsive to their needs and interests and contribute to their ongoing development.

To achieve this goal, we constantly evaluate and improve our practice in accordance with the National Quality Standard that is currently being implemented throughout Australia. The program promotes the Philosophy and mission statement of Club House. The mission of Club House is to provide each participant with a fun educational environment that

- promotes resilience and confidence through social connection and innovative fun
- builds on 21st century skills; Critical Thinking, Problem Solving, Collaboration, Teamwork and Communication, creating a desire for lifelong learning
- expands personal potential and instill a 'can-do' attitude by learning practical life skills from community experts/professionals
- expands friendship and support network

Our program aims to provide our children with quality care that promotes learning and development with emphasis on play, social interaction and recreation.

- We recognize that parents are the first and continuing carers and educators of their children. We acknowledge the partnership of parents, staff and children in creating a community of learners with a desire and love of learning.
- We believe in the individuality of each child and family and encourage the development of warm and responsive relationships with staff and peers based on mutual respect.
- We believe that children need a strong sense of well being for good physical health, positive sense of self and successful social functioning.
- We accept every child without bias or prejudice and promote an inclusive, non-judgmental atmosphere.
- We respect and value our indigenous heritage and make use of the diverse range of cultures and perspectives that exist within our communities to encourage learning that foster international mindedness.
- We value the knowledge and commitment of our Staff and provide ongoing professional learning based on the outcomes of the annual appraisal.

We believe the philosophy statement incorporates the **core values of Independence, Resilience and Social connection.**

The programs incorporate the principles of Sustainability Education with children learning in, about and for the environment. Through the 'Walking Out' programs, children and educators engage in learning in the local natural world and in the built community. The primary aim is for children to develop a strong sense of belonging and connectedness to the special part of the Victorian landscape in which they live.



FAMILY INVOLVEMENT

Parents/guardians are our biggest support. Your encouragement and any assistance you can offer is invaluable. You are encouraged to become involved with your child/ren's learning and any ideas or suggestions will be greatly appreciated. We are always happy to have visitors come in with interesting things to show and share, sing, teach or make with the children. Please ensure you discuss this with the Room leader prior to your visit.

You can be involved by discussing your child's temperament, strengths, likes, dislikes, and any things of special interest with the educators.

Even though a parent/guardian's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in our program for the day. The educators are available to discuss the program and activities at any time the service is open. However, families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with your child/ren's room leader.

To provide the best possible care, it is important for educators to be notified of any relevant information about your child/ren's health, development, and relevant personal/family matters. You are encouraged to view your Owna app to see us in action and for current notifications.

Our program is on display outside each room and can be found on our website.

Educators appreciate it when parents:

- Help their children understand that participation and respect is important.
- Show an interest in their child's day and what is happening at the Service.
- Take note of important dates and requirements for activities.
- Read Posts in their Owna app.
- Provide feedback to the service to help us with continuous improvement.

Signing in/Out

The educators will use the Owna app to sign the children in and out of the service.



Owna app

When you complete and return your child's Enrolment form you will receive a welcome email. Your login details will be emailed to you at the time of enrolling your child. Email admin@clubhousebootcamp.com.au if you need a new link emailed to you.

Via the app you can:



View the observations and photos that document your child's developmental achievements, current learning interests and skills



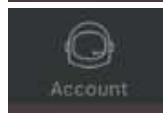
A record of sun protection, incidents, and medical records.



Sign your child in or out of the service.



See your current bookings, advise us of when your child will be absent and request an extra booking.



View your current account balance, CCS rebates, fees, and payments. See any messages sent from Admin.

Communication

At CHBC we use various methods to communicate with families which involve but are not limited to:

- In person during pick-up and drop-off or scheduled meetings.
- Daily observation and reflection Posts in the Owna app.
- SMS communication: Distributed via Owna Home app.

We use Owna to notify parents of any important information. This may include public holidays, illness within the centre, health outbreaks, Christmas closure dates, change of room leader and staff, Newsletters, and Invitations. At times we may share information from outside sources that we feel may be beneficial for the families that attend the centre. To find the communications you will need to click on 'Timeline' at the top of your app.

We ask that parents please notify the centre if their child is going to be absent.

This ensures we know where the child is and that they are safe and in the care of an approved person. This will alleviate the need for staff to contact parents.

Please contact the centre on:

Warragul 0459 261 392

Traralgon 0475 758 032

Drouin 0433 642 830

or email admin@clubhousebootcamp.com.au. You can also send a notification through Owna app.



What to pack

What to Bring

1. A hat (broadbrim or legionnaire style). CHBC is a SunSmart service and children are required to wear hats when outside (when the UV is 3 or above).
2. Sunscreen will be provided by the service, however if your child is sensitive to standard sunscreen you might like to supply your own.
3. A bag. A sturdy backpack to place their belongings in. The children attending vacation care go on a number of excursions and often take their bags with them. A bag that they are comfortably able to carry on their backs would be appropriate.
4. A drink bottle. Please ensure that the drink bottle is filled only with water. Please do not send any cordial or fruit drinks. Drink bottles will be filled up at various times throughout the day.
5. A healthy lunch box. Please ensure that all children come with enough brain food to last the day. Lunch boxes should include a cold pack to keep foods cold.
6. Spare clothes. Just in case! This is a must for all children. Often children engage in messy play or wet play at the service.

Please ensure that all personal belongings i.e: hat, clothes, bag, lunch box, containers and drink bottles are labelled clearly with the child's name.

Lunchbox

CHBC promotes healthy eating to the children and parents who attend our service. We ask for a healthy nutritious, fruit snack, morning tea, lunch, and afternoon tea to be sent into care for your child. We ask for children to drink plain water only while in care.

Please avoid sending foods that are high in preservatives, colouring, sugar, and fat. These include foods like chocolate, lollies, sweet biscuits, and chips.

Nude Food is also encouraged. *Nude Food* is food without excess packaging. *Nude Food* is a part of the Services Philosophy and the children's program experiences. *Nude Food* reduces the amount of rubbish that needs to go in bins to be sent to landfill. Durable, reusable containers, Bento Boxes and sandwich pouches are a great way to bring food.

We suggest that the food for children is to be sent in an insulated lunch box with a cold pack.

We provide your child's breakfast at Before School with a range of breakfast cereals, oats, and toast available. At After School Care we serve healthy snacks such as seasonal fruits, cheese and crackers, dips and vegies, pasta, fried rice, Tacos on Taco Tuesdays and a range of home made snacks.

For vacation care, you will need to supply food for a full day of care for your child. Please pack extra food. We are more active at our program than at school.

Part of our after-school care program includes supplying food for afternoon tea. This can be in the form of cooking together as an activity or in pre-prepared healthy snacks.

Clothing

We understand children will be attending in their school uniforms for before and after school care. For vacation care please dress your child in comfortable everyday clothing that is suitable for running, climbing, painting, and playing in materials such as sand, water etc. Make sure your child is also wearing safe, comfortable shoes. **Thongs and crocs are not acceptable.**

Although we provide protective clothing for the messier activities, children may get dirty/wet. Please send children in "play" clothes.

SunSmart

Club House Boot Camp is an accredited SunSmart service. The SunSmart policy has been adopted by the CHBC to ensure that your child is protected from skin damage caused by the harmful ultraviolet rays of the sun. This policy will be implemented throughout the year during all outdoor activities (*refer to the Sun Protection Policy*).

Children are required to wear appropriate clothing that fully covers their shoulders, and sunscreen is to be applied before outside play. A legionnaire or broad brimmed hat during outside play in the warmer months is also required (terms 1&4). Beanies are acceptable over the winter months (terms 2&3). Educators will be expected to role model these SunSmart practices (*refer to the Sun Protection Policy*). If your child/ren need a specific type of sunscreen, please notify staff and you will need to supply their own-labelled sunscreen that includes the sunscreens expiry date. A permission form will be supplied for you to sign that will enable our educators to apply the special sunscreen.

Please ensure your child's hat is clearly labelled with their full name.

Toys From Home

CHBC discourages children from bringing valuable toys or personal items from home. Any toys brought in from home are the responsibility of the child and should remain in the child's bag.



Drop off/Pick up

Arrival

At Club House Boot Camp, when the school bell rings at the end of the day the children will meet at their designated pick up areas. Educators will walk with the children to our OSHC space.

On arrival at our OSHC room we sit together to mark the role before sharing the news from the day in a reflection circle.

Each child must be digitally signed in and out by educators in the service every day that they attend. This is a legal requirement that we must follow. These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS).

For vacation care, families are expected to walk their children into the service and sign their children in on our Owna app. Please do not drop children off in the car park.

Departure

At all OSHC services, families must come into the building to collect children; children will not be allowed to leave to meet families in the car park. Please do not ask your older children to collect your child. Anyone who picks up the children must be over 18 years of age and be on the authorised collection list.

An educator from OSHC will then let you know a little about your child's day and get you to sign any incident reports that may have occurred.

If the educators at OSHC do not know the person picking up your child by appearance they must be able to produce some form of photo identification to them to prove they are the person authorised to collect the child.

Authorised 'Nominated People' to collect Child

The Services primary concern is for the safety and welfare of your child. Therefore, we will only release your child into the care of either parent/guardian, or a responsible person nominated by you to collect your child. Non-custodial parent/guardian mentioned on court orders relating to the child cannot be listed on the enrolment form.

In an emergency you can give verbal permission over the phone, followed by a written text message, to the room leader or Manager and one other member of staff, for anyone not already listed on the enrolment form to collect your child. This person will be required to provide photo ID (such as driver's license). Only the parent or legal guardian can give this permission, messages will not be accepted from any other person.

In the event where educators deem a parent or other person on the Authority to collect list, is under the influence of alcohol or drugs another person on the authorised list will be contacted to collect the child.

On the enrolment form you will have been asked to provide the names, contact numbers, email addresses and addresses of at least two responsible persons who can collect your child, on your behalf in case of an emergency or illness. We ask that your emergency contacts are within 20 minutes of the service. Should the Manager or any educator inform you that your child is unwell or injured, arrangements for collection from care must be made as soon as possible. Please ensure that your emergency contacts are **18 years or older**. Anyone who is under this age will not be authorised to collect your child/ren.

Access to Children

All parents/guardians/authorised persons have access to their children at all times unless relevant court orders are held by the service and specify otherwise. A copy of all court orders in relation to residence and specific issues must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially.

Parents/guardians are asked to notify the service of any changes to these documents as soon as they occur. If CHBC does not have a copy of the Court Order, it will assume that both parents/guardians have equal custody of the child therefore both have access. In the event that a parent/guardian breaks a court order and seeks access to the child, the parent/guardian with custody entitlements will be contacted immediately along with the Police.

Late Pick Up

Wherever possible please contact the service if you or the person due to collect your child/ren is running late. If your child/ren is not collected within 5 minutes after closing time, educators will try to ring you on your mobile, at your home and/or work number and each emergency number listed until there is a positive response. If no person can be contacted after a period of 15 minutes, educators will contact the Police.

If you know you are going to be late, please contact the service and suitable arrangements can be made. Pickup past 6pm closing time will incur a 'late pickup fee'.

A fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family after 6pm.

Do not leave children in cars

In Victoria, it is an offence for a person responsible for a child to leave the child unattended for any longer than is reasonable, without making appropriate arrangements for the child's supervision and care. This includes leaving a child at home, or in a car, or anywhere else unattended.

We ask that when you come to OSHC to drop off your child/ren that you take any other children present into the service with you. It is our duty of care to report children left in cars to the local police and penalties include fines, and/or up to six months' jail.

NOTE: This legislation applies all year round and not just in hotter weather.





Our Educators



Cath Stoney
OSHC Director/
Coordinator
Diploma qualified



Erin Lawson
Educator
VIT Qualified



Clare Fritzlaff
Diploma ECEC
Qualified



Stevie Einsiedel
Room Leader
Cert iii qualified

The ratio in our room is 1:11 at B/ASC when ELC students are attending and 1:15 during Vacation Care which means that for every 15 children there will be 1 educator. Regular staff at the OSHC After School Care and Vacation Care programs will include Suzette Stark, Alex Hickin, Maddison Higgins, Mathew Devon, Cooper Burgess, Sam Lodge, Gabrielle Medew, Kerry-Anne Douglas, Samantha Noonan. When staff are absent other educators will be used in their place, so on occasion you will see other educators.

Our Program

Our OSHC program is designed to foster the children's sense of agency and provides a comfortable and safe environment for our children to be in. We run a weekly program that consists of five different days of activities to cover all aspects of children's learning outcomes that are provided in our National Framework document, My Time Our Place. Our daily activities include craft, cooking, dramatic play, science, construction, gym games and child directed free play. Outside play is popular and we are blessed to have full access to all of the school's playgrounds. We make every effort to have collaborative relationships with both our children and families and value their voice and opinion on what activities we provide each week.

Excursions

Written permission will be required prior to your child being taken out of CHBC by any educator. This authorisation can only be given by the enrolling parents or authorised guardian. A Risk management form and Permission form detailing the following must be completed and signed via your app-

- The reason why your child is to be taken outside the premises.
- The date your child will be taken outside the premises.
- The proposed destination.
- The method of transport.
- The proposed activities.
- The period of time when your child will be away from the premises.
- The number of educators and whom.

Please note - during any excursion the educators will carry a First Aid Kit, medication as needed, a mobile phone, and an emergency contact list.

Supervision

The service will maintain high levels of supervision of children at all times. The educator/child ratios contained within the Standards of Operation Guidelines for OSHC will be strictly adhered to at the Service. The ratio for school age children is: 1:15.

Behavioural Management

Learning appropriate behaviour is part of your child/ren's social development. Our educators aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Parents/guardians are encouraged to discuss your child/ren's behaviour with the educators to ensure consistent behaviour expectations between home and CHBC.

Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The educators will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all. If you would like to see a copy of our behaviour management plan this is available from admin@clubhousebootcamp.com.au A hard copy of our Policy Manual available at each service.



Club House OSHC

Casual Before School Care:	\$35.00
Casual After School Care:	\$43.00

Hours of operation

Before School Care: 6:45am to 8:45am

After School Care: 3:00pm to 6pm

Vacation Care

Starting Fee: \$103.00.

Hours of Operation

6:45am to 6pm

***Some days may have an additional fee depending on the activity provided (incursion or Excursion)**

Payment of Fees

Enrolment Fee and Bond Payment:

- An enrolment fee of \$25 charged upon completion of enrolment.
- There is no bond collected by our Service.
- A dishonour fee of \$2.50 will apply when there are insufficient funds to cover the fees.
- An Admin Fee of \$15 will be charged with each communication chasing payment for invoices including but not limited to, email, phone, text message.
- A fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family after 6pm.

Invoices are processed on Tuesdays and payments go through on Thursdays.

- You can access your statements on your app.
- Fees are not payable for the time the Service is closed over the Christmas/New Year period, or for public holidays.
- We provide 2 FREE Transition visits for Before and After School care but not for Vacation Care.
- We do not provide 'Make-up' days or 'promotional' days

- Authority to pay via direct debit is given by the Declaration of consent when enrolling each child at the Service.
- The direct debit is processed with Fat Zebra direct debit system via Owna, childcare management system. Rejected payments are automatically be reprocessed in the next payment cycle.
- Families who do not enter payment details are required to pay the FULL fee of all scheduled attendance. Note, this payment is required to be paid 7 days before the first day of attendance.
- Families will receive a credit to their account when CCS has been applied after their child's attendance.

➤ **CCS will be credited to the family account if it hasn't been applied at the time of payment.**

Bookings are NOT confirmed until payment details are in the system or full payment has been received.

Once-off payments: You can make a once off payment via your Owna app. This payment will directly come off your balance in Owna.

- You can email admin to arrange a payment budget plan leading up to holidays.

Late Payment of Fees

Statements of accounts are sent each Thursday and families have 7 days to pay their account. If fees are not paid within 14 days, the following steps will be taken:

- 14 days in arrears – a reminder letter will be issued after one week and then again after two weeks if the fees are still outstanding; families are encouraged to discuss the range of support options available and establish a payment plan.
- An emailed is sent notifying the family that their child's profile has been deactivated until payment is received in full.
- 21 days in arrears– a notification/letter advising you that if outstanding fees are not paid within 7 days or a satisfactory payment plan commenced the account will be referred to the debt collectors.
Outstanding fees are expected to be paid.
- 28 days – notice is sent to parents that their care has been cancelled and their account has been sent to the debt collectors.

We will use the information given on your child's enrolment form to pass onto the Debt Collector. Should a Debt Collector be initiated by CHBC any associated costs will be added to the outstanding fees to be paid by the family.

If you are experiencing difficulty in paying your account, we encourage you to meet with the Manager or Administration Officer to discuss a repayment plan to ensure continuation of your child's care.

Child Care Subsidy

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families.

Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality childcare. The percentage of CCS will vary according to your circumstances, as this rebate is means tested. The hours of subsidised care you can get per fortnight depends on the hours of recognised activities you do. The Government will pay CCS directly to your childcare provider to reduce the fees you have to pay.

Please log in to MYGOV and apply for CCS before your child/ren commence care. You will be given a reference number (CRN) for yourself and your child. Please list these details on your enrolment form.

Please note - it is the parents/guardians' responsibility to apply for CCS. Until your CCS is confirmed and showing on our system you will be liable for paying full fees. If you are receiving Additional Childcare Subsidy, you will be paying full fees until your CCS claim is completed and confirmed with Centrelink.

Child Care Absence Fees

If you are claiming Child Care Subsidy (CCS), a maximum of 42 days absence per financial year applies.

If you exceed the allowable absence limit, CCS will not be payable on any further absence days. If after your allowable 42 days are exceeded and your child is away due to any of the below, please provide us documentation such as a medical certificate so the absence can be recorded as approved.

Services Australia won't pay for any absences before your child physically attends or after the last day your child physically attends care. Please see the below link for more information. <https://www.education.gov.au/early-childhood/child-care-subsidy/absences>

Services Australia may pay Child Care Subsidy if you have an approved reason for up to 7 absence days.

If you reach your allowable absence limit, you may be able to get additional absences if any of the following applies:

- Your child is ill. With evidence of a medical certificate.*
- Individual caring for the child is ill or an individual living with the child is ill.
- Your child is attending preschool.*
- Your child hasn't been immunised and the absence occurs during an immunisation grace period.*
- Your child is spending time with a person other than their usual carer as required by a court order or parenting plan.*
- Your child's care service is closed as a direct result of a local emergency.*
- Individual caring for the child chooses not to send the child due to a local emergency.*

*Please note we may require supporting documents if these apply. *

You can find your child's absence record through MyGov in the Child Care Details and Payments tab. This can also be found on the Services Australia mobile app.

Bookings

We encourage families to book children in for After school care on a permanent basis when they will use the service continuously to avoid disappointment in the event we are fully booked. Occasional/casual bookings may be made **if spaces are available**.

Cancellation of casual bookings will require 24 hours' notice as educators will be rostered based on bookings. Email cancellation details to admin@clubhousebootcamp.com.au.

If the booking you need to cancel falls on the day of an excursion requiring a bus trip, you will need to give the centre 5 business days' notice to cancel. If we receive less than 5 business days' notice the booking will remain and full fees will apply.

If notification of a casual care cancellation is not received by 8:30am the working day before the booking, full fees will be charged, as the service needs to cover operational costs.

Vacation Care: In the weeks leading up to the school holidays the service will publish the Vacation Care program on Owna and Facebook Page. All bookings for vacation care are casual bookings made via your Owna app.

Please Note: If your child is absent from care on the last day/s of care, Child Care Subsidy will not be paid. Parents will be billed for the full cost of care for this period. Centrelink will only pay CCS up until the last day your child physically attends.



Exclusion from Care

Due to illness

As a general principle, children are required to be toilet trained to attend and should be able to cope adequately with the normal daily routines and activities. Please use your own judgement.

If your child is generally feeling unwell please keep them at home for rest. The health and safety of children is of major concern to teachers and educators and parent's co-operation is sought to prevent the spread of infection. Parents are requested not to send sick children to care. Children who are showing signs of illness or who require medication such as paracetamol or cough medicines at regular intervals throughout the day, are not considered well enough to attend. Educators regularly monitor the health of children throughout the day and parents of children deemed to be unwell are contacted and required to arrange for immediate collection. Parents will be contacted if their child has a temperature at or above 38 degrees.

Your child will not be able to attend the service if:

- He/she is suffering from a disease or condition that is contagious through normal social contact (refer to the Dealing with Infectious Disease Policy).
- Has vomited within the past 24 hours.
- A medical practitioner has recommended that he/she not attend childcare.
- If your child is unwell and has been swabbed by a medical practitioner, please notify the centre. Your child will need to remain at home until you have received your results, and you have notified the service of the outcome. You will then be advised as to how long your child will need to remain at home depending on what illness your child has. If your child is being swabbed, please keep siblings at home until you have your received your results.

Or if your child is sick enough that he/she:

- Requires four hourly paracetamol
- Has been unwell prior to arriving at the service
- In the first 24 hours of receiving antibiotics
- Has been hospitalised in the last 48 hours
- Sleeping at unusual times
- Has a fever of 38 °C
- Is crying constantly as a result of discomfort due to illness
- Is reacting badly to medications
- In need of constant one to one care
- Has two loose bowel motions
- Has an unknown skin rash
- Is vomiting or has vomited within a 24-hour period

If your child becomes ill at the service, you or your emergency contacts will be asked to collect him/her from care. **If your child has been sent home from the service due to ill health, he/she will be required to stay at home the following day, unless medical clearance has been obtained from your child's doctor.** All child illnesses will be recorded on medical illness paperwork and may require a parent signature.

If sent home due to diarrhea they must have had a 'normal' bowel motion before returning to the service and be symptom free for at least 24hrs. If your child has been prescribed antibiotics, they can return to the service 24hrs after the first dosage. For any contagious illness or an unspecified rash, you must produce a doctor's certificate stating the details of the illness and that your child is no longer contagious and fit to return to care.

If any condition or illness usually prevented by immunisation occurs at the service, children who have not yet been immunised against that illness or condition may be excluded from care for their own safety and wellbeing as directed by the Department of Health.

Gastroenteritis

Gastroenteritis (gastro) is a bowel infection that causes diarrhoea (runny, watery poo) and sometimes vomiting. The vomiting may settle quickly, but the diarrhoea can last up to 10 days.

Many different germs can cause gastro, although the most common cause is a viral infection. Most children do not need to take any medicine for gastro; however, it is important that they drink plenty of water to avoid becoming dehydrated.

A gastro outbreak is classified by the Department of Health as two cases within a 48hour period of either vomiting or diarrhoea. In the event of a gastro outbreak, children are required to not return to the service for 48 hours from the last vomiting or diarrhoea incident.

Accidents

All accidents/incidents requiring first aid will be written up in an Incident report which is automatically emailed to families for signing. The person who collects your child will be notified and asked to sign the form as confirmation that you have been notified. We ask that you contact us should you seek medical attention for your child in relation to the accident/incident.

As per Education and Care Regulations, all incidents that require medical advice are forwarded to the Department of Education. In the case of an accident or emergency resulting in the need for immediate medical attention parents will be contacted along with a call for an ambulance.

Any cost incurred from Ambulance Victoria will be the parent/guardian responsibility.

Infectious Diseases

The service has adopted the Department of Health's recommendations regarding the exclusion of children from the service because of illness as outlined in the table at the end of this booklet. You will be notified of any common infectious diseases by Owna, email and notices posted on the entry door to the service.

Medical Conditions

If your child has a medical condition such as eczema, allergies, or asthma: The 'Medical and special needs' section must be completed at the time of your child's online enrolment at the Service. The service will request other forms to be completed before your child commences.

These forms will include a Medical Action Plan form signed by a doctor, (please note that a stamp or printed name is not compliant) and Risk Minimisation Plan. Risk Minimisation Plans are to be read and signed by a parent. Action Plans are available from the office. The room leader will complete the Risk Minimisation plan for you to review and sign. Action plans must be reissued every year and Risk Minimisation Plans are reviewed each term so that the most up to date information is recorded. If your child has an intolerance of any kind, but it is not classed as an allergy, we require a letter from your doctor stating what the intolerance is and what action we need to take. All allergies and food intolerances are noted on the fridge at the the service for daily reference.

Head Lice

If educators have located live head lice or eggs in your child's hair, you or the listed emergency contacts will be contacted to collect the child. We will request you treat the lice with an appropriate treatment and your child may return to care when there are no visible live lice or eggs in the child's hair. A note will be placed on the door when we have a case of lice and a notification via Owna sent out.

Medication

If your child requires medication while they are attending the service, you must complete a medication form that identifies the name and amount of medication, the dose, how it is to be taken, Eg orally, and time to be administered by educators. This Medication request is to be completed in your Owna app and signed. Educators are required complete a medication administration from in the staff Owna app when the medication is administered to your child.

Educators will only administer medication that is currently in date, has the name of your child clearly on the label and will only administer the amount as prescribed by the medical practitioner **Medication must be in it's original package with details clearly printed.** The medication must be handed directly to the Educator and not left in the child's bag.

In the case of a high fever, parents/guardians will be notified and asked to collect the child as soon as possible. While the service is waiting for the child to be collected by the parent/guardian, staff will use measures such as removing clothing and encouraging intake of fluids, to keep the child cool, comfortable and well hydrated.



Policy Summary

Smoke Free Zone

CHBC, including the car park is a smoke free zone. In the interest of both adults and children, please DO NOT smoke in the School grounds or drop cigarette butts at the entrance to the School grounds.

Child Protection

All staff at the Service are mandatory child protection reporters. This means that they are required by law to report any suspicions of child abuse to the Department of Human Services. For further information please see the Child Protection Guidelines www.dhs.vic.gov.au or speak to the Manager.

Privacy and Protection of other Children and Families

Staff and families must adhere to the Privacy Act 1988 and respect the privacy of the children and families that use the Service (*refer to the Privacy and Confidentiality Policy*).

Under **no** circumstances are parents to approach other parents using our services in regard to their child's behaviour or any other issues that may occur. Under the same circumstances, no persons accessing the service are to approach/interact with other children attending our services. If you have any concerns, please speak to an educator or the Manager and the matter will be dealt with appropriately.

Confidentiality

Confidentiality of all matters concerning the CHBC, and families must be maintained at all times. Educators cannot give out any details contained in a child's records to any other persons or discuss details of any child who has caused injury to other children at the Service. Any information you share with an educator will remain confidential unless it meets the mandated requirements of reporting

Evacuation/Lockdown

All educators have been trained in emergency safety procedures. As part of the Education and Care Regulations staff will conduct an emergency drill (Evacuation/Lockdown/Medical emergency) once every three months. Drills are recorded in Owna.

Evacuations will be to the nominated area where we will assemble and mark the daily roll to ensure that all children have been identified as present. We will then wait until the building is deemed safe to enter. In the case of a real evacuation, you or an emergency contact will be notified of the emergency and requested for your child to be collected. After any emergency drill families will be notified via Owna.

Grievance Policy for Parents/Guardians

At CHBC we believe parents/guardians are partners in the education of children. Regular two-way communication between parents/guardians and the educators is essential in helping children achieve their potential. CHBC is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with the confidence that it will be heard and responded to in an appropriate and timely manner. If you have a concern in relation to an experience at the Service, you are encouraged to address the issue with the person involved. If your concern is not resolved or you feel uncomfortable, please make time to speak with the Director. Allow a reasonable time for the issue to be resolved. Your confidentiality will be respected at all times.

Code of Conduct Policy for Parents/Guardians

All parents/guardians who enroll their child/ren at CHBC are bound to adhere to the Code of Conduct Policy for Parents. This policy outlines the behaviour that all parents are expected to display while at the Service and the behaviours that will not be tolerated. If any parent/guardian/approved person fails to adhere to this policy, it could result in your child/ren's care being cancelled (*refer to Code of Conduct (parents/guardians) Policy*).

Social Media Policy

As social media plays such a big part of our lives these days, please ensure that all parents/guardians adhere to the following guidelines that form our policy:

- You must ensure that you do not use or disclose any confidential information, post, or respond to material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order or is otherwise unlawful.
- Child protection protocols must always be observed.
- Under no circumstances should disrespectful or offensive comments be made about staff, children, and parents of CHBC in general. Parents are requested not to comment upon nor forward unsupported information e.g. rumours concerning CHBC or comment or post material that might otherwise cause damage to CHBC or a staff members reputation or bring it into disrepute.

Social Media

Please ensure that you are mindful when posting photos from the Service on social media that you don't post photos of other children who attend CHBC without their consent prior to posting. We also encourage all parent/guardians who have Facebook to 'like' our CHBC page to ensure you are kept up to date with any information or events at the Service.

Permission to use your child/ren's photo

On a daily basis the educators at CHBC take photos of your child/ren. We are often using these photos for observations, social media, promotional material.. On our Enrolment Form you will be given the opportunity to opt out from having your child/ren's photos published in these areas, so we ask that you ensure you tick this box if this is what you require.

Minimum period of exclusion from primary schools and children's services¹ for infectious diseases cases and contacts

Public Health and Wellbeing Regulations 2019

Schedule 7

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
1	Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
2	Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
3	Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
4	Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
6	Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
8	Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
13	Human immuno-deficiency virus infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded
17	Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
18	Meningitis (bacterial—other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
21	Molluscum contagiosum	Exclusion is not necessary	Not excluded
22	Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
23	Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
29	Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

Regulation 111

A person in charge of a primary school, education and care service premises or children's services centre must not allow a child to attend the primary school, education and care service premises or children's services centre for the period or in the circumstances:

* specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 2 of that Table; or

* specified in column 4 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 2 of that Table.

*Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), Campylobacter spp., Salmonella spp., Shigella spp. and intestinal worms, but is not limited to infection with these pathogens.

Further information

Please contact the Communicable Disease Prevention and Control Section on 1300 651 160 or visit www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion

¹ Children's services cover the terms 'education and care service premises' or 'children's services centre' used in the regulations. It includes centres such as childcare centres and kindergartens.