

TABLE OF CONTENTS	
1 PHILOSOPHY AND GOALS	
2 INTRODUCTION	
2.1 SERVICES PROVIDED.....	
2.2 THE ROLE OF THE GOVERNMENT BODIES	
3 MANAGEMENT	
3.1 MANAGEMENT OF THE SERVICE POLICY	
3.2 INSURANCE POLICY	
3.3 FINANCIAL MANAGEMENT POLICY	
3.4 BANKING POLICY	
3.5 DISHONORED CHEQUES POLICY.....	
3.6 PETTY CASH POLICY	
3.7 FUNDRAISING POLICY	
3.8 MARKETING AND SERVICE PROMOTION POLICY.....	
3.9 POLICY DEVELOPMENT POLICY.....	
3.10 RECORD KEEPING POLICY.....	
3.11 CHILDREN'S RECORDS POLICY.....	
3.12 NATIONAL STANDARDS POLICY	
3.13 QUALITY ASSURANCE POLICY.....	
4 ENROLMENT, ADMINISTRATION & FEES	
4.1 ENROLMENT POLICY	
4.2 REGISTRATION POLICY	
4.3 WAITING LIST – PRIORITY OF ACCESS POLICY.....	
4.4 COMMENCEMENT OF CARE POLICY.....	
4.5 BOOKING POLICY.....	
4.6 CHILDREN WHO DO NOT ATTEND POLICY.....	
4.7 ATTENDANCE POLICY	
4.8 NON COLLECTION OF CHILDREN POLICY.....	
4.9 ARRIVAL AND DEPARTURE POLICY.....	
4.10 CANCELLATION OF CARE POLICY	
4.11 CHILD CARE BENEFIT POLICY.....	
4.12 ALLOWABLE ABSENCES POLICY.....	
4.13 FEE POLICY.....	
4.14 ACTIVITY AND EXCURSION COST POLICY.....	
4.15 LATE PICK UP FEES POLICY	
4.16 HANDLING OF FEE INCOME POLICY	
4.17 RECEIPTING POLICY	
4.18 LATE PAYMENT/ NON PAYMENT OF FEES POLICY.....	
5 WORKING WITH FAMILIES	
5.1 FAMILY INVOLVEMENT POLICY.....	
5.2 PARENTAL REQUESTS POLICY	
5.3 ACCESS TO SERVICE POLICY.....	
5.4 ACCESS TO CHILDREN POLICY	
5.5 CHILD PROTECTION POLICY	
5.6 COMMUNICATION POLICY.....	
5.7 PRIVACY POLICY.....	
5.8 COMPLAINT POLICY.....	
6 THE CHILDREN'S PROGRAM	
6.1 PROGRAM POLICY	
6.2 POSITIVE GUIDANCE OF CHILDREN POLICY	
6.3 ANTI-BULLYING POLICY	
6.4 PLANNING POLICY	
6.5 ENVIRONMENTALLY RESPONSIBLE PLANNING POLICY	
6.6 HOMEWORK POLICY.....	
6.7 OUTDOOR PLAY AND RECREATION POLICY.....	
6.8 SPECIAL ACTIVITIES / VALUE ADDED SERVICES POLICY	
6.9 EXCURSION POLICY	
6.10 EVALUATION POLICY	
6.11 RESOURCE AGENCIES AND REFERRALS POLICY.....	

- 6.12 CHILDREN'S INDIVIDUAL NEEDS POLICY
- 6.13 EQUITY POLICY.....
- 6.14 CELEBRATIONS AND FESTIVITIES POLICY.....
- 6.15 CULTURAL INCLUSION AND RELIGIOUS BELIEFS POLICY
- 6.16 RESOURCES AND EQUIPMENT POLICY.....
- 6.17 VIDEOS, TELEVISION, COMPUTERS, ELECTRONIC GAMES POLICY
- 6.18 TOYS FROM HOME POLICY
- 6.19 FACILITIES AVAILABLE POLICY

7 STAFFING

- 7.1 EQUAL OPPORTUNITY POLICY
- 7.2 RECRUITMENT POLICY
- 7.3 POSITION DESCRIPTION POLICY.....
- 7.4 CONTRACT / LETTER OF APPOINTMENT POLICY
- 7.5 INDUCTION/ORIENTATION POLICY
- 7.6 COMMUNICATION AND TEAM WORK POLICY
- 7.7 STAFF MEETINGS POLICY
- 7.8 STAFF APPRIASAL / PERFORMANCE MANAGEMENT POLICY
- 7.9 TRAINING / PROFESSIONAL DEVELOPMENT POLICY
- 7.10 PERSONAL BUSINESS POLICY
- 7.11 CARING FOR STAFF MEMBERS CHILDREN POLICY.....
- 7.12 OCCUPATIONAL HEALTH AND SAFETY POLICY
- 7.13 HEALTH OF STAFF POLICY
- 7.14 COMPLAINTS / ISSUES RESOLUTION POLICY
- 7.15 DISCIPLINARY PROCEDURES POLICY
- 7.16 STUDENT POLICY
- 7.18 VOLUNTEER POLICY.....
- 7.19 VISITORS TO THE CENTRE POLICY

8 HEALTH AND SAFETY

- 8.1 MEDICATION POLICY.....
- 8.2 CHILDREN'S INDIVIDUAL MEDICAL PLAN POLICY
- 8.3 FIRST AID POLICY
- 8.4 HYGIENE POLICY
- 8.5 INFECTION CONTROL POLICY.....
- 8.6 COMMUNICABLE DISEASES POLICY.....
- 8.7 HIV / AIDS/ HEPATITIS POLICY
- 8.8 ILLNESS POLICY
- 8.9 ACCIDENT POLICY
- 8.10 EMERGENCY MANAGEMENT POLICY
- 8.11 SUNSMART POLICY.....
- 8.12 NUTRITION POLICY
- 8.13 FOOD PREPARATION FACILITIES POLICY
- 8.14 BIRDS/ ANIMALS POLICY.....
- 8.15 TRANSPORT POLICY.....
- 8.16 VENUE POLICY
- 8.17 SECURITY POLICY
- 8.18 CLEANING AND MAINTENANCE POLICY
- 8.19 STORAGE OF DANGEROUS PRODUCTS POLICY
- 8.20 SMOKE FREE ENVIRONMENT POLICY.....

APPENDICES.....

1 PHILOSOPHY AND GOALS

The following Philosophy and set of Goals are presented as an example for Services to consider when developing their own.

To provide a quality primary school-aged childcare service for name of service which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

- To offer a flexible service that responds to the care and recreational needs of children during their middle childhood years.
- To provide childcare in an environment for children that:
 - is both safe and challenging
 - fosters individuality, recognising their needs and interests
 - promotes the physical health and well being
 - acknowledges the importance of the middle years of child development
 - values the benefit of play in both structured and self directed experiences
 - fosters a spirit of equity and inclusion
- To ensure that the service accurately reflects the needs of children and parents by:
 - acknowledging the importance of parents in providing direction for the service
 - encouraging comments and feedback from all parents
 - acknowledging and being sensitive to the cultural backgrounds of families
- To meet the National Standards for Outside School Hours Care
- Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System.
- To ensure that staff are able to:
 - fulfill the role and responsibilities they are employed to undertake
 - have their needs met

2 INTRODUCTION

2.1 SERVICES PROVIDED

The name of service operates on a non-profit basis and was established in ?. The XX Primary School is the sponsor of the service however the Management of the service lies with the Outside School Hours Care (OSHC) Committee of Management. A Coordinator is employed to operate the two programs on a day to day basis.

The OSHC Service provides the following components of care:

BEFORE SCHOOL CARE - _____ APPROVED PLACES

The Before School Care Service operates fromam toa.m. each weekday during school terms for weeks of the year. A healthy, varied breakfast is provided each morning as part of the service.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

AFTER SCHOOL CARE - _____ APPROVED PLACES

The After School Care Service operates frompm top.m. each weekday during school terms for weeks of the year. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

VACATION/HOLIDAY CARE - _____ APPROVED PLACES

The Vacation/Holiday Care Service operates fromam top.m. during the term break for weeks of the year, closing for over the December /January period.

This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

The Committee of Management and staff have developed this Policy and Procedures Document to provide families with information regarding the operation of this service. The Document includes policies established in line with State and Commonwealth Guidelines, legislation and quality assurance systems relating to OSHC. The outlined policies will be reviewed by management and staff on an annual basis to ensure relevance to the service and families.

A Parent Handbook is also available which provides information on the operation of the Service and outlines parent, staff and child responsibilities.