

# Mimi OOSH



## Parent Handbook

Cronulla Public School 18 Burraneer Bay Road  
Cronulla 2230

Phone: 9523 4805 Fax: 9501 5284 Mobile: 0417 210 436

ABN No: 51 369 113 852

Service Provider No: 555 001 444B

*Leading the way in OOSH Care*

*If you require this information translated into a different form e.g. audio please ask our staff as we will be only too happy to assist.*

## **Welcome to Our Service**

Mimi out of School Hours (OOSH) Care offers centre based care for school aged children aged 5 - 12 years, before and after school during the school term and vacation care during school holidays.

Mimi OOSH is privately run and was established by Judy Hewison and her mother Mimi in the 1950's. Judy and Mimi's aim in doing so was to meet the child care needs of working parents for outside of school hours care and as a secondary service to Mimi kindergarten.

During the history of the service Mimi's OOSH has been successful in providing thousands of children with high quality programs that enable the children in its care to enjoy a safe and caring environment that promotes leisure, play and to develop lasting friendships with peers and carers. Mimi OOSH also embraces the diversity of the families within the service and as such adapts the service delivery to include and support this diversity.

Mimi OOSH was initially run within the kindergarten and in various local locations until 1994 when the service moved to Cronulla Public school where it has remained ever since.

Mimi OOSH is licensed to accommodate 52 children for before school care and 52 children for after school care and 35 for vacation care.

Please see our Mimi OOSH educators for any additional information you may require about the service.

## **Mimi OOSH Educators**

All of our educators are highly trained, qualified and experienced, some of our educators have been with for almost 15 years, we believe this is due to our professional and outstanding delivery of a quality environment that not only meets the needs of our children and families but also of our dedicated staff.

At Mimi's we also provide above the recommended educator to child ratios, as we believe this aids us in the continuum of quality care.

## **Hours**

Our hours of operation are from 7am until 9am and 3pm until 6pm Monday to Friday, during the school term and from 7am until 6pm during the school holidays, Monday to Friday. Please ensure that your child is dropped off and collected between these hours. Late pick ups are charged at a rate of \$2:00 per minute. The service is closed on all Public Holidays and for 3 weeks over the Christmas period. All Public Holidays must be paid for except Christmas Day, Boxing Day and New Years Day. We also encourage our parents to visit the centre at any time.

## **Fees**

Fees need to be kept current each week or paid in advance. If your fees fall behind, your position at the centre will be in jeopardy and a late payment fee of \$10.00 per week will be

charged. If childcare fees are more than four weeks in arrears your child's position at the service will be terminated re : ( Code of Conduct Policy- Parent Guardians) and ( Mimi OOSH Fees policy). All absent days, public holidays and extra days must be paid for and will be charged accordingly. There are NO makeup days as we have restricted daily numbers. Parents are not charged for any of the time we are closed over Christmas for 3 weeks.

Weekly invoices are emailed out at the beginning of the current week. Payment is expected by the Friday of each week.

Payment Options:

- Monies or cheques are to be placed in the envelope provided and the amount enclosed needs to be written on the front of the envelope.
- Direct Debit into the Commonwealth Bank Cronulla - Mimi Kindergarten BSB: 062-150 Account No 28015384 please include your child's name next to any accounts payable. Receipts will be given to you or your child.

## **CRN Customer Reference Numbers**

All families MUST REGISTER with their local family assistance office to obtain a customer reference No', for both yourself and your child, this is a legal requirement. Government subsidy will not be paid unless your CRN No's are provided to our centre.

## **Child Care Benefit (CCB)**

The CCB subsidy will help support families with the cost of child care. Most families will be entitled to receive a percentage of there out of pocket expenses paid quarterly from the government.

The FAO uses your family's yearly income to determine your CCB% and notifies the centre of this percentage. You need to provide the FAO with our Service Provider Number which is 555 001 444B.

If your child is not fully immunised or immunised that will not be entitled to any of the above.

## **Termination of Enrolment**

Two weeks notice is required of the withdrawal of your child from the centre. Your account will reflect a charge of 2 weeks fees from the date of your notice of withdrawal.

## **Change of Personal Details**

Please notify the centre ASAP of any changes of address, phone numbers or family situations so we are able to keep our records up to date. In case of an emergency we will not be able to contact you if all relevant information is not correct.

## **Arrival & Departure Procedures**

The person nominated on the enrolment form as the regular person collecting a child will be acknowledged as the authorised pick up person unless staff are otherwise informed.

Staff will not release a child from the OOSH to any person without the parent's written authorisation. In the case of an emergency contact picking up a child we will ask for identification (a drivers licence is sufficient) when the person arrives to pick the child up.

### **Daily sign in and out on the Ipad**

A daily record of attendance is required by our service and is also a legal requirement. It is necessary for parents, guardians and any person authorised to deliver/pick up your child to sign your child/re in and out via the Ipad kindy manager.

#### **Pick up Procedure**

##### **Morning Session:**

- the child is signed in by the parent/guardian.
- the date, time, full name of the child and parent/guardian's signature are recorded.
- a centre carer will sign out the child to attend school at 9 am, this is the time that our care ends and the children are then left with the schools supervising playground teacher until the school goes in at 9:20am. .

##### **Afternoon Session:**

- the child is signed in by a centre educator upon arrival .
- the date, time, full name of the child and carers signature are recorded.
- Parent/guardian sign out their child any time up until 6:00pm.

If you do not inform the service by 3pm of your child's absence that day , then a missing search fee of \$6 will be added to your account.

### **Orientation Program**

Before your child starts at the Centre we recommend that you bring your child for a couple of visits with you to the centre in the weeks preceding their commencement. We find that this helps the children feel more comfortable and confident with using the service. Times can be arranged for these visits with the service educators.

### **Exclusion/Illness**

The Centre does not under any circumstances care for unwell children. Please do not bring your child in sick. If your child becomes ill at the Centre you will be contacted and be expected to collect your child from the Centre. Should they have a contagious illness, head lice or a condition that requires medical treatment then you will also be contacted and required to collect your child from the Centre. If your child has a high temperature you will also be contacted and expected to collect your child ASAP. In an emergency situation an ambulance will be called and the parent/and or emergency contact will be contacted immediately.

If you are UN contactable then the Centre will contact your emergency contact person that you have listed on your enrolment form.

Here at Mimi OOSH we will regularly review the immunisation records of children and staff. All children and staff whose records of immunisation are not kept up to date may be regarded as

unvaccinated and excluded from the centre in the case of an out break of an immunisation preventable disease.

## Safety and Emergency Procedures

Mimi OOSH educators and children are involved in planning, practicing and implementing safety and emergency procedures such as;

- Health and Hygiene,
- Dental awareness and care,
- Poison information,
- Emergency evacuation practice,

## What to Wear & Bring during vacation care?

We recommend that you dress your child in clothes that it doesn't matter if they accidentally get paint on them as the children do a lot of messy activities. We suggest that you dress your child with the appropriate footwear - we would prefer if they did not come in shoes like Barbie High Heels or thongs as they are not stable shoes for playing.

And in vacation care will not be permitted to ride their bike or scooter if they do not have the appropriate foot wear or a helmet.

We recommend that your child's bag should contain;

- A change of clothes (clearly labelled),
- Lunch (morning and afternoon tea is provided),
- A jumper,
- Drink bottle with water only
- **Please supply a wide brimmed labelled hat every day, Mimi OOSH enforces a no hat no play policy ( see sun safe policy for more information).**

## Meals & Nutrition

At Mimi OOSH we will endeavour to provide all children at the service with a nutritious breakfast, morning and afternoon tea based on a nutritionally balanced menu that incorporates the guidelines of recommended daily intake of minerals and vitamins as recommended by NSW Health. The menu is displayed on the notice board at the front entrance of the service.

Where parents provide food, please do not bring inappropriate or unhealthy food as we try to encourage the children to make healthy eating choices at OOSH. We have a Parent/child Evaluation Form that we ask you to complete during the year to gain your feedback or any ideas you may have. Please feel free to discuss any dietary concerns or suggestions with staff.

If your child has any special dietary requirements all attempts will be made to meet their needs.

Please ensure that your child does not bring **any** nut, whole egg, shell fish products to the service as we are a nut, whole egg centre.

## Parent Evaluation

During the year we may ask for you and your child's feedback via an evaluation form. You can use this process to let us know what you both would like or would like to see improved or implemented at the service.

However please feel free to talk to the staff about any feedback you may have at any time. ☺

## **Communication: Promoting a Partnership between the Centre & the families**

The Centre encourages all types of communication with families. There are many ways in which we promote communication and here are some of them;

- ❖ NEWSLETTER - We publish a newsletter each term it contains items such as; important dates at the service, any notices, and helpful information about child related topics and useful information about a variety of topics. We encourage parent participation in the newsletter and would be happy for any parent to submit any articles of interest.
- ❖ MEMO'S - We regularly send home memo's regarding important information to keep you informed.
- ❖ INFOMRAL CHATS - You may like to use the drop off or pick up times as a way to see how your child's day has been or pass on general information that might help educators interact with your child that day. For example...'we had a late night last night and my child is feeling tired today.'
- ❖ TELEPHONE - You may wish to ring the Centre and ask questions or have a discussion regarding your child. The best time to call is between 7.00am - 9.00am and 3.00pm - 6.00pm. In case of an emergency outside of these times please contact the Mimi Kindergarten on (02)95234805. Our mobile is 0417210436
- ❖ APPOINTMENTS - Appointments regarding any concerns or questions you may have or just to see how your child is going can be made with educators at a time convenient to you and staff.
- ❖ PARENT AND educator MEETINGS - We hold a Parent and educator Meeting every term during usually around 9am. All parents are invited and welcome to attend. We discuss a variety of topics and it is also a chance for you to put forward any ideas or suggestions and give feedback. It is also an opportunity to meet other parents!
- ❖ COMPLAINTS OR GRIEVANCES - If you at any time have a complaint or grievance about something then please talk to Melissa Raines or alternatively Judith Hewison who is the service approved provider. All matters will be kept confidential and we will endeavour to work together to find a solution that satisfies all parties concerned. Please read our Complaints Policy for further details.
- ❖ **Philosophy**

At Mimi OOSH our aim is to create an environment of warmth and happiness for all children, where children are respected as stakeholders and are able to engage in a range of experiences of play and leisure that allow them to relax and be themselves. We will achieve this by providing play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development.

We will, nurture peer and staff relationships and explore new experiences that cover all areas of child development and promote a sense of belonging as we believe that this will aid in the development of Life skill and children becoming:

- Successful learners
- Confident and creative individuals
- Active and informed citizens

We will endeavour to provide a service that aims to implement ethical and nurturing practices in accordance with current industry best practice recommendations. Similarly we will endeavour to remain at the for front of current environmental and healthy lifestyle practices, we hope to achieve this through mentoring with other services and peers, working collaboratively with children and families, engaging in training opportunities, being adaptable to change, and actively seek ways to improve and grow. We will also openly share our knowledge and experiences with others and support other services to grow in the context of their own unique community and culture.

We will Embrace the diversity of all our stake holders and adapt the service delivery to include and support the needs of all. Similarly we will Respect children's identities through acknowledging their connections with family, culture, community and place.

The service supports collaboration and promotes this by providing the time and place for children to collaborate with educators. We believe collaboration guides the development of the skills and a state of being, congruent with becoming an active citizen.

Above all else we will hold children's wellbeing, self worth and self esteem at the core of all of our intentions, interactions and programs.

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## **Confidentiality**

All matters regarding your child are treated with confidentiality at the Centre. Enrolment forms and other relevant information are locked away and only service supervisors have access to them. Educators will seek written permission to share information about your child with any other agencies unless the issue is a child protection matter. Parents and guardians can ask to access their children's records at the service at any time.

## **Medication**

All medication needs to be removed from your child's bag upon entering the centre and handed to a educator. You will also be required to fill in and sign a medication authorisation form before you leave. Medication will not be administered to any child without a medication form being completed and only medication that has been prescribed by a doctor will be administered. If

your child has an ongoing condition that requires daily medication eg. Asthma then you will be required to provide the centre with a completed Management Plan from your doctor.

## **Incident, accident, injury, illness and trauma Reports**

Any time that a incident, injury, illness or trauma occurs at the service involving your child an incident, injury, accident, illness and trauma Report is completed by educators and is required to be signed by the child's parent or authorised nominee upon collection of your child and no later than 24 hours proceeding the incident. If the accident is serious then educators will contact you immediately to inform you and will notify the regulatory authority as soon as is possible following the incident.

## **Policies, Procedures and the Mimi OOSH quality improvement plan**

The centre has a Policy document and a quality improvement plan document located in the parent library; you are invited to read these documents at any time. All of our polices are reviewed annually, we will ask all children, parents and educators to review a selection of policies monthly, this can be done by reading and commenting on them in the policy review folder next to the sign in and out forms on the desk. We ask that families, children and educators provide the service with feedback about or for our quality improvement plan any time we have a suggestion box located next to the programming folder in the foyer of the service where anonymous suggestions can be placed or educators can help families to complete the more formal feedback forms for policy and Quality improvement documents.

**Translation service** If you would like our educators to have this parent handbook translated or provided into another form such as audio or a different language, just ask us as we would only be to happy to assist with this😊

### **Mimi OOSH Emergency situations and Evacuation policy**

#### **Purpose**

Mimi OOSH believes that children, workers and visitors have a fundamental right to be protected and kept safe while they are at Mimi OOSH. We will minimise any potential risks involved with emergency situations through identifying hazards, risk assessments, rehearsing emergency drills and future planning and evaluations.

Children who are unsafe are at risk of having their physical health and wellbeing negatively impacted on, which, in turn, can negatively affect children's experiences, learning and wellbeing in the present and throughout their future lives.

#### **Scope**

During serious and emergency situations research has proven that panic can have a detrimental effect on the delivery of effective first aid or critical help choices people make. It is therefore our aim to provide our Families, Workers, children and all stakeholders of Mimi OOSH with a clear guide of protocols to follow in the advent of a emergency situation as this will minimise the chances of Families, Workers, children and all stakeholders becoming confused in these situations and not being able to effectively deliver first aid and choose the best method for minimising harm to themselves and others.

#### **Implementation:**

- Mimi OOSH will hold a emergency evacuation drill once per term or once every three months including the nominated supervisor, educators,volunteers and children being educated and cared for by the service; The drills will be conducted for all of the sessions the service is open for operation, this includes:
  - Before school care
  - After school care
  - Vacation care
- Mimi OOSH will ensure the rehearsals of the emergency and evacuation procedures are documented and evaluated.
- For the purposes of preparing the emergency and evacuation procedures, Mimi OOSH will conduct a risk assessment to identify potential emergencies that are relevant to the service, develop and implement strategies to minimise the risk associated with potential emergency situations and will review the risk assessment once every twelve months.
- Mimi OOSH will ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit of the OOSH premises and in the parent and educator handbooks.
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#### References and related documents:

- Education and care Services National Regulations 2011
- Australian Children's Education and Care Quality Authority- Guide to the National Quality standard, 2011
- Staying Healthy in Child Care, Preventing Infectious Diseases in Child Care, 4<sup>th</sup> ed,2005.
- Early Childhood Australia Incorporated, Code of Ethics.
- United Nations General Assembly Convention of the Rights of the Child.

Date this document was last reviewed: 01/08/18

Date this document needs to be reviewed again: 01/08/19

Nominated Supervisor

Full Name:\_\_\_\_\_ Sign\_\_\_\_\_

Service Approved Provider

Full Name:\_\_\_\_\_ Sign:\_\_\_\_\_

#### **Mimi OOSH Emergency Evacuation Procedure**

- Stay calm and remember your behaviour affects everyone.
- Direct children outside. Children need stand in two lines in front of one educator at the bottom of the stairs that are located just outside the Mimi's room.
- Children who may be playing in outdoor areas who cannot hear the whistle will be immediately contacted via phone or walkie talkie and directed to also make there way to the first meeting point. (bottom of stairs outside of OOSH room. Calm them if needed).
- If there are any children with additional needs their support worker needs to take their hand and stay with them.

#### Staff Instructions:

- Mel or Mel's replacement gets the evacuation bag, room key and phone.
- Janece or her replacement grabs the first aid kit.
- Mel or Mel's replacement collects the educator and children's sign in/out books OR iPad. When children are in two lines, Mel or replacement calls children's and educator's names off roll.
- Sonja or her replacement checks the room and toilet and makes sure no one is left behind.
- Educators direct all the children to hold hands with a partner in two lines.
  - Mel or Mel's replacement will lead, walking in front of the line.
  - Another educator will walk at the rear of the line.

- Other educators to position themselves in the middle of the line.
- Mel or Mel's replacement will direct all children and educators to walk to the bottom gate while holding hands with their partners.
- Sonja to check that there is no one left in the room or the bathrooms for the second time and then proceeds to follow the children and educators to the bottom gate.
- Mel or Mel's replacement unlocks the gate and directs all children and educators to make their way to the assembly area at the front of the bottom gate.
  - If the area is compromised, Mel or Mel's replacement will direct the children and educators to the top gate toward the bus stop.
  - If the area is also compromised, Mel or Mel's replacement will direct children and educators to the basketball court.
- Educators to administer first aid if required.
- Mel or Mel's replacement checks all children and educators off the roll for the second time.
- Educators calm the children and keep them occupied by singing songs, playing games and reading books.
- Mel or Mel's replacement calls 000 and then contacts all children's parents from the list in the evacuation bag.

*This document is also kept in the parent, staff handbooks, emergency and evacuation folder so please also update this policy in each of those documents when reviewing.*

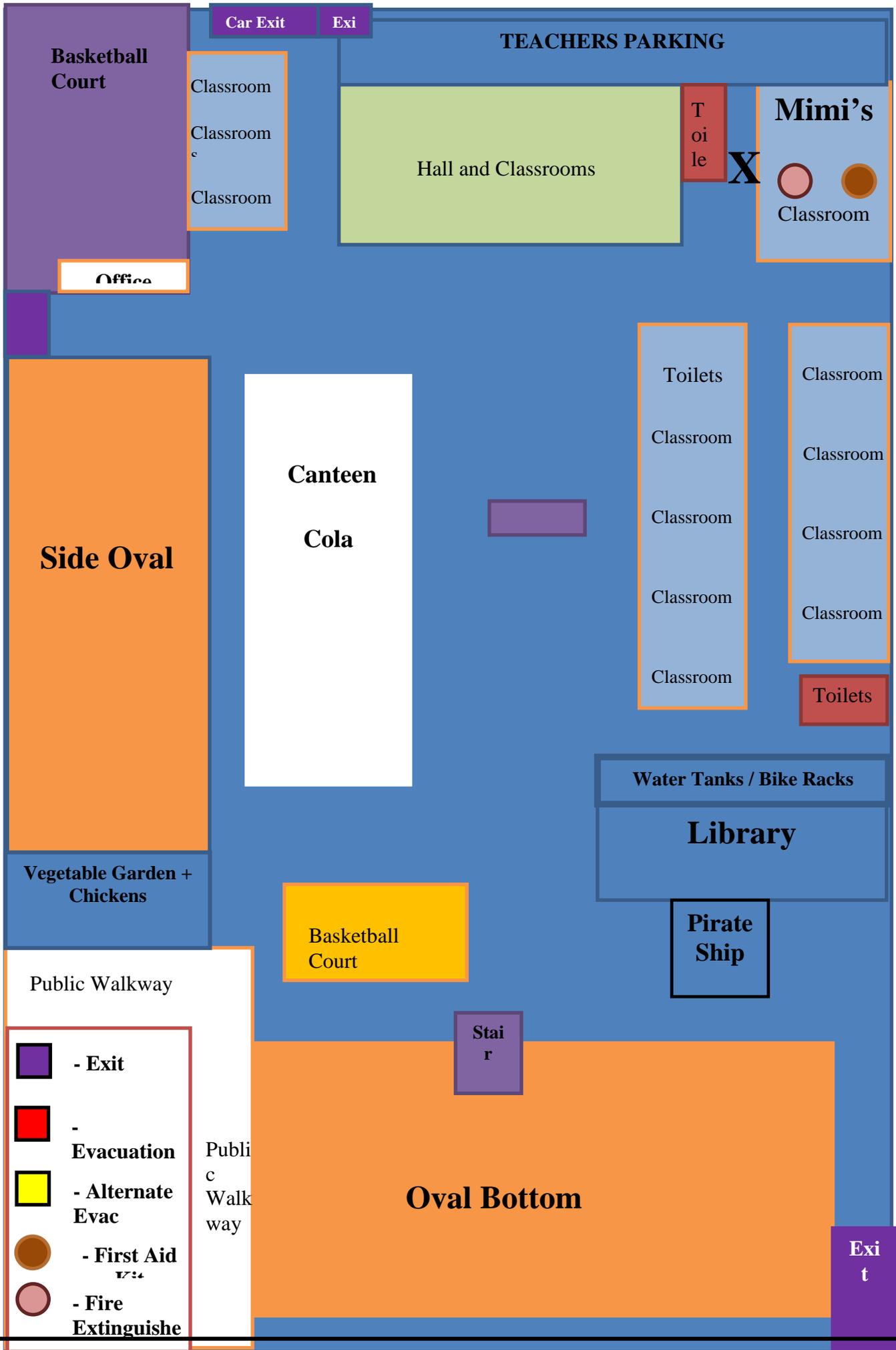
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### **Mimi OOSH lock down procedure**

If for any reason Mimi OOSH needs to be locked down all Mimi OOSH stake holders will be expected to follow this procedure. The following are some incidents that may warrant Mimi OOSH to be locked down:

- acts of violence outside of the OOSH room
- nuclear emergency
- chemical spill near the OOSH room

#### ***Procedure:***

- The emergency bell/ whistle will be rung to alert Mimi OOSH users that an emergency has occurred
- **Direct children inside to sit on the mat. Calm them if needed.**
- **call children's and educators names off roll.**
- **Check the outside areas and make sure no one is left behind.**
- **All windows and doors are to be closed and locked, door gaps are to be sealed with towels and curtains drawn**
- **Administer first aid if required.**
- **call 000 and then contact all children's parents from the list**
- **Wait for advice from emergency services before leaving the room.**

### **Mimi OOSH Arrival and Departure and Delivery and collection of children to and from the service policy**

#### **Purpose:**

Mimi OOSH will assist children, families, educators and all service stakeholders to feel safe, secure and supported by implementing predictable routines, transitions and procedures for the arrivals and departures of families, educators and stakeholders and the delivery and the collection of children.

It is a requirement of the Education and Care Services National Regulations 2011 and the Australian Children's Education and Care Quality Authority (National Quality Standard 2011) that the service provider ensures that all parents, educators and stakeholders of the service are aware of and comply with all regulations and procedures in relation to arrivals and departures to the service and the delivery and collection of children to and from the service.

#### **Scope:**

It is our aim to ensure the health, safety and well being of children, families, educators and stakeholders to our service. This is achieved through implementing a sign in and out procedure for the arrivals and departures of families, educators and stakeholders and a delivery and collection of children to and from the service procedure for releasing children and ensuring they are released only to parents or authorised nominees.

#### **Definition- authorised nominee "Education and Care Services Law Act 2010"**

*In relation to a child means a person who has been given by a parent or family member of the child to collect the child from an education and care service. Under the regulation parent or persons does not include a parent who is prohibited by a court order from having contact with the child.*

#### **Implementation:**

##### **Sign in and out/ arrivals and departures;**

Mimi OOSH attendance records will be set out as follows:

- Records the full name of each child attending the service; and
- Records the date and time each child arrives and departs; and
- Is signed by one of the following persons at the time the child arrives and departs
  - The person who delivers the child to the education and care premises or collects the child from the educator and care services
  - A person who is the authorised nominee to deliver and collect the child to and from the premises by the child's parent or guardian
  - The nominated supervisor or an educator

Located on the desk is the Mimi OOSH I pad. Please make sure you the correct session e.g. before school care, after school care. Your child will be listed alphabetically on the I pad. Type the times you have delivered and collected your child to the service use your finger to sign on the I pad. Our Educators can help you with this if you are finding it difficult.

Educators and parents will ensure children are given into the care of:

- A parent of the child
- An authorised nominee named in the Childs enrolment record or written consent by the child's parent or guardian.
- A person authorised by a parent or authorised nominee named in the Childs enrolment record to collect the child from the premises
- Leaves the premises in accordance with the written authorisation of the Childs parent or authorised nominee named in the Childs enrolment form
- If taken on an excursion in accordance with division 6 of the Education and Care Services National Regulations
- Is given into the care of a person or taken out of the premises
  - Because the child requires medical, hospital or ambulance care or treatment; or
  - Because of another emergency

In accordance with Education and Care Services National Regulations 2011, Mimi OOSH supervisors and educators are authorised to sign your child in and out of the service, and will do so in the following circumstances:

- In the case of an emergency, where the child may require medical attention.
- When a child has been authorised to be transported to and from the service, school and home on
- When Cronulla Public School students arrive from school and when they are taken to school.
- In exceptional circumstances such as a illness preventing the Childs parent or guardian from signing the book

#### ***Mimi OOSH procedure for children arriving at the service***

- Cronulla Public school children will arrive by themselves afterschool to the service, where an educator will sign them into the service in the sign in and out book.
- All children arriving to the service for any sessions will first be ticked off by an educator to ensure that all children have arrived in the class roll book.
- Educators will check at every session that all children who are booked in have arrived to the service by crossing them off a teachers roll before signing them onto the I pad . If a child is missing or absent the educators will follow the Mimi OOSH absent and missing child procedure.
- The service Nominated supervisor will create a list of new children to Mimi OOSH and children who are unable to walk themselves from school to Mimi OOSH and notify the school and other educators that they will be collected by a Mimi OOSH educator. The list of children will be kept in the OOSH communication diary and an educator will be assigned each day to collect the children at the correct time by the supervisor on duty. As the children mature and or become familiar with the arrival to OOSH procedure the Nominated supervisor will review the needs of these children to be collected by an educator and decide if they are able to walk to OOSH by themselves. The supervisor will update the list and notify the school and all educators of the changes.
- Children who attend other local schools may be collected from their school by the Mimi OOSH.
- Children arriving to the service for the morning session or vacation care must be delivered to an educator and the parents or authorised nominee must ensure they follow the correct Mimi OOSH sign in and out procedure.
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#### ***Mimi OOSH absent and missing child procedure***

- Parents and Authorised Nominees are to advise the service if their child will be absent on a day that they are booked into Mimi OOSH. The service needs to be notified as soon as is possible to do so.
- When a educator is notified of a Childs absence they will record the Childs absence on the I pad..
- If it is discovered that a child is missing/ absent from a session they have been booked in for educators will:
  1. Ask the other children at the service if they know where the child is and verify with a school teacher and parent or guardian that this is correct
  2. Approach the school office or Childs teacher and ask for information regarding the Childs absence
  3. Call the Childs parents to find out where the child is
  4. If the Childs parent is unable to be contacted educators will phone an authorised person on the Childs enrolment form and ask for their assistance in finding out where the child is
  5. An educator to physically look in the local area
  6. Ensure educator to child ratios are maintained all other children are well supervised during this time
  7. If the child is still missing the police are to be contacted.
  8. Notify the service provider
  9. Notify the regulatory Authority

- Following the police being notified and as soon as is possible a Incident, injury, Trauma and Illness Record must be recorded and the Regulatory authority must be notified but no longer than 24 hours following the incident. The form for notifying the regulatory authority is attached to this policy and can be downloaded from <http://www.acecqa.gov.au/educators-and-providers1/applications>

### ***Mimi OOSH educators sign in and out procedure***

- Upon arrival to Mimi OOSH educators must initial the Mimi OOSH educators sign in and out record under the correct day, session and date and ensure they record the correct time they arrive.
- The OOSH supervisor who is the Responsible person must complete the responsible person register
- Mimi OOSH educators must then place their belongings into the educator bag cupboard.
- Mimi OOSH educators must then read the communication diary entry for that day
- When educators leave the premises for a lunch or any break they must sign and write the time they depart from the premises.
- When educators return to the premises they must record the time they return and initial
- When educators have completed their shift for the day they must record the accurate time the shift has ended and initial
- At the end of every day the last two educators on duty are responsible for ensuring the service is vacated of all children and that the sign in and out on the I pad is complete.

### ***Mimi OOSH procedures for supervising the arrival and the departure of visitors, students and volunteers***

#### *Supervision of visitors, students and volunteers:*

- When visitors, students and volunteers are on the premises of Mimi OOSH, they will be at all times be under the direct supervision of a Mimi OOSH educator.
- Visitors, students and volunteers must comply with all services policies, procedures and health and safety requirements.

#### *Arrivals and departure sign in and sign out procedure for visitors, students and volunteers:*

Upon arrival to Mimi OOSH visitors, students and volunteers will be directed by a service educator and asked to complete the Mimi OOSH visitors, students and volunteers sign in and out record completing the following:

- The date they have arrived at the premises
- Their full name
- Their reasons for being on the premises
- The time they arrive at the premises
- Signature to clarify the time they have arrived at the premises
- The time they have departed from the premises
- Signature to clarify the time they have arrived at the premises

### ***Car parking procedure for families, visitors, students, volunteers, educators.***

***All of the above must find parking on the street . under no circumstances may parents guradians use the car park or the side gate right beside our room.***

***Access to the service must be through the side gate locatde just off Burraneer Bay Rd which is located on Excelsior road.***

- ***No one is allowed to drive their vehicles (through the gate in the car park) unless permission is granted by the school principal or the Mimi OOSH Nominated Supervisor.***

## **Mimi OOSH Policy for dealing with medical conditions in children, administering medications and Maintaining Child's Health Management Plans**

### **Purpose**

Children have a fundamental right to feel safe, secure and protected while they are in care at Mimi OOSH. It is vital to the well being of all children that each individuals needs are considered and met, and due to the complex individuality of each child at our service we aim to follow policies and procedures that will identify children who have individual medical conditions that require health management plans and procedures.

### **Scope**

Mimi OOSH believes they have a duty of care to ensure the wellbeing and safety all of the children in its care. We believe that by implementing policies and procedures in dealing with but not exclusively to medical conditions including asthma, diabetes, anaphylaxis and allergies we can minimise the risks of complications regarding children's health conditions.

### **Implementation**

1. During Mimi OOSH orientation process educators provide families with the service enrolment form that includes a Long Term Child Health Management plan to be completed by families of children with but not exclusive to medical conditions such as Asthma, Anaphylaxis, diabetes or a diagnosis that a child is at risk of anaphylaxis, a child will not be able to commence enrolment at Mimi OOSH until the centre has received a current Health Management Plan from a Doctor and must ensure that any medication required to manage the condition is provided to the service each time the child attends the service.
2. Mimi OOSH Supervisors will also work in consultation with the child/rens parents prior to a Childs enrolment at the service to develop a risk minimisation plan, a communication plan and inform them of their responsibilities to provide the service with a health management plan signed by their child's doctor, medications the child may need to manage their condition/s and to fill in the health management plan section in the Mimi OOSH enrolment form. The risk minimisation plan will determine and ensure the following:
  - To ensure that the risks relating to the Childs specific health care need, allergy or relevant medical condition are assessed and minimised; and
  - If relevant, to ensure that practices and procedures in relation to the safe handling, preparation, consumption and service foods are developed and implemented; and
  - If relevant to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and
  - To ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the Childs medical management plan and the location of the child's medication are developed and implemented.

The health conditions communications plan will be set out at the bottom of each risk minimisation plan and will ensure the following:

- Relevant staff member, students and volunteers are informed about the Mimi OOSH Policy for dealing with medical conditions in children and Maintaining Child's Health Management Plans and the risk minimisation plan for the child
  - A child's parent can communicate any changes to the medical management plan and risk minimisation plan for the child, setting out how that communication can occur
3. Mimi OOSH supervisors are to gather Health Management Plans, completed risk minimisation and communication plans on child's first day along with all medication's prescribed by the child's doctor, the supervisor is to check that all plans are signed where relevant by the Parent, supervisors and Doctors ; Supervisor is also to check the expiry date of medication and Health Management Plan.
  4. Health Management Plan, risk minimisation plan and communications plan is then photocopied and original is to be handed back to family, the health management is photocopied three times and the risk minimisation and communication plan two times a photograph of the child is placed onto one copy of the health management plan and the document is laminated and placed on the wall above the sink where all educators are able to quickly locate it in case of a medical emergencies.
  5. A copy of all Health management plans and risk minimisation and communications plans are to be placed in the Educators Medication Plan and evidence folder with a list of all Nominated supervisors, Certified supervisors, educators casual educator and (students/volunteers where relevant) who must sign and date that they have read and understand it's content and that they understand what they need to do following the event of an incident relating to the Childs specific health care need, allergy or relevant medical condition .
  6. Medication is to be placed in a safe, secure locked cupboard any medications that can be self administered such as asthma medication received needs to be handed in, (this is to ensure that asthma medication is easily accessible and to prevent other children accessing the medication and mis using it).
  7. Service nominated Supervisor will ensure that the expiry date of both the Health Management Plans and the expiry date of Medications are checked every 12 months.
  8. Parents will be advised that if Health Management Plan's and Medication is not current their child will be excluded until the service receives a current Plan and medication or confirmation from the child's Doctor that the child no longer requires a Health Management Plan.
  9. Parents must advise and communicate to Mimi OOSH any changes to the Medical/Health management, risk minimisation and communication plans for their child
  10. All Parents of a child enrolled at Mimi OOSH who have a Current Health Management Plan will receive a copy of this Policy.

11. Mimi OOSH will allow the self administration of medication such as asthma medication to children who are developmentally capable of such a task. Where a child has self administered medications an educator and a 2<sup>nd</sup> educator witness will supervise the self administration, ensuring all instructions relating to the dosage and administration of that medication are carried out accordingly and then complete the Mimi OOSH medications record.
12. If a child at the service requires treatment or management of a medical condition including asthma, diabetes, or allergy or anaphylaxis, the service educators must do so in accordance with the child's management plan and then complete a Mimi OOSH Incident, injury, Trauma and Illness Record

The written process for observing, responding and recording signs of illness and injury in children and notifying families of illness or injuries that affect children while at the service is outlined and is to be recorded in an Incident, injury, Trauma and illness record as follows:

- The person administering first aid to a person at the service must have a completed incident, injury, Trauma and illness record written up as soon as is physically possible following an illness, trauma or injury and no later than the end of their working shift or the person or child receiving the first aid leaves the service or whichever occurs first.
  - The centre Nominated and or Certified Supervisor who is in charge of the day to day running of the service is notified and is asked to view and sign the incident, injury, Trauma and illness record, as soon as possible following the accident.
  - If the accident relates to a child the parents or authorised nominee of the child must be asked to view the incident, injury, Trauma and illness record, sign the original and a photo copy must be given to them on the same day as the illness or injury.
  - If the incident, trauma, illness or injury is of a competent adult they must sign their own incident, injury, Trauma and illness record and a copy of it must be given to them on the same day as the accident.
  - The completed original incident, injury, Trauma and illness record must then be filed into the person's individual file and be kept for the required length of time as is stated in the Educational and Care Services National Regulations, 2011
  - First aid is to be administered by an educator who has had training and received a certificate of competency in a approved first aid qualification.
  - The first aid that is administered is in accordance with, the educator who is administering first aid's, first aid training, and the centres policies and procedures.
13. If a child at the service requires the administration of medication for the treatment of a medical condition including asthma, diabetes, or allergy or anaphylaxis, the service educators must do so in accordance with the Childs management plan and then complete a Mimi OOSH Incident, accident, illness and injury report form and medication record is completed.
  14. Medication records must be completed and followed.

Procedure for administration of medication:

1. All medication that is to be administered to children must be authorised in writing by the children's authorised nominee or verbally in the case of a emergency only.
2. Medication to treat a anaphylaxis or asthma emergency may be administered without authorisation in a emergency. If medications are administered this way the nominated supervisor or approved provider must contact emergency services or the Childs parent as soon as is practicable.
3. If medication is prescribed by a medical practitioner it must be in its original container, have the original label, the expiry date and the name of the child who the medication is to be administered.
4. The medication must be administered in accordance with the instructions attached to the bottle
5. A witness check, the medication is given to the child named in the medication record, the dosage and expiry date of the medication.
6. self administration of medication by children who are developmentally capable of such a task. Is permitted as long as authorisation for the self administration of medication is authorised in the medication record by the Childs authorised nominee.
7. Where a child has self administered medications an educator and a 2<sup>nd</sup> educator witness will supervise the self administration, ensuring all instructions relating to the dosage and administration of that medication are carried out accordingly and then complete the Mimi OOSH medications record.

## **Mimi OOSH Fees Policy**

**Purpose:**

Mimi OOSH Fees Policy is in accordance with Government legislation requirements in relation to Fees payable.

### **Scope:**

Mimi OOSH fees policy outlines the payment methods and payment requirements of Mimi OOSH. **Fees must be paid according to the Education and Care Service's payment options.**

### **Implementation:**

- Mimi OOSH requires a non-refundable booking fee of \$26.00 per child payable on confirmation of your child's enrolment at the service
- Fees can be paid weekly, fortnightly or monthly in advance by cheque, direct deposit or cash.
- If an incorrect fee payment is made, change will not be given, but credited to the family account.
- For all cash payments a Mimi OOSH supervisor will count the cash given and give the person paying the cash a on the spot receipt for the money given. This money will be then placed in an envelope with the Child's name, date the money was received and the amount of cash received written on the front and placed in a locked cash box to be sent back to Judy Hewison at Mimi Kindergarten at a convenient time.
- Fees are required to be kept one week in advance at all times
- Fees are payable in advance for every day of your child's enrolment public holidays, sick days and parent holidays. This excludes the weeks over Christmas when the Centre is closed.
- If your child does not attend the service on their regular enrolment day Mimi OOSH does not offer an alternative day for your child to attend or any kind of "make up days".
- An official receipt will be issued for all fees which will include the child's full name, date of care, date of payment amount.
- If your child is not collected by 6.00pm there will be a late payment fee charged of \$2.00 per minute
- Casual bookings need to be made at least one day in advance of the day the booking is required and will only be accepted in accordance with our obligations and legal requirements to meet the appropriate educator to child ratios and in accordance with our maximum licensed positions.
- Mimi OOSH will not accept any child who attends the service without prior consent given at least day before the required day by a OOSH supervisor.
- All vacation care days must be booked in for in writing at least 24 hours before the day required. No vacation care booking will be accepted unless it has been received in writing.
- All days including vacation care days, casual and otherwise must be paid for in full unless two weeks termination of bookings notice is given to the service.
- All vacation care bookings made on days that require extra payments for children's shows or excursions must be made at the time of booking the days. No booking will be accepted unless this has been received at least 24 hours in advance.
- If your child is booked in to attend a Mimi OOSH session you must notify the service A.S.A.P if your child will not attend the booked day or a \$6.00 missing child search fee will be charged to your account.

### **Termination of Enrolment Procedure**

- Two week notice is required in writing
- If two week notice is not given you will be charged two week fees for your child

### **Over Due Fees:**

- If your child's fees are one week or more in arrears you will be sent a friendly reminder
- If your child's fees are four weeks in arrears your child's place at the service will be terminated (code of conduct policy parents/guardians) and an additional charge of \$10.00 per week will be included
- If you require special consideration please make an appointment with the Service Provider who will **DECIDE** if a payment method or a reduction in your child's days is an option.

## Child Care Benefit (CCB)

- Child Care benefit is available to all families who are Australian Residents
- Parents Must contact the family assistance office (located in Medicare Office) to register for child care benefit

### Child care Benefit can be received in the following ways:

- Reduced fees through the service
- A lump sum payment direct to the families at the end of the financial year in which the service is used

## Child Care Rebate (CCR)

The Child Care Rebate helps working families with the cost of child care. The Child Care Rebate covers 50 per cent of out-of-pocket child care expenses for approved child care up to the maximum legislated amount per year per child in approved care

There are certain requirements you must meet to get the Child Care Rebate.

You must have:

- used approved child care during the year;
- been eligible for Child Care Benefit (entitled at a rate of zero or more)\*;
- Passed the work training study test at some time during the week the approved care was provided.

For further information about your eligibility for CCB or CCR please contact the Family Assistant Office:

Access online services at [www.familyassist.gov.au](http://www.familyassist.gov.au)

Call 13 61 50

Email through [www.familyassist.gov.au](http://www.familyassist.gov.au)

## Mimi OOSH Summary of Schedule of Fees from the 6/8/18

- Casual before school care \$18.00 Permanent before school care \$17.00
- Casual after school care \$20.00 Permanent afterschool care \$19.00
- Vacation care \$45.00 per day
- Late fee \$2.00 per minute (after 6pm pick up)
- Enrolment booking fee \$26.00 per child
- Missing child search fee \$6.00

### Mimi OOSH Child Protection Policy

#### Purpose:

Mimi OOSH educators believe that it is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our service to ensure the safety and wellbeing of all children in our care. All educators, including casual educators, volunteers and students have a duty of care to ensure the safety and protection to all children who access the service's facilities and/ or programs.

The safety and welfare of all children is of paramount importance.

Educators and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Mimi OOSH will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

Mimi OOSH educators are aware of the current regulations and issues surrounding child protection in a children's service and will act in accordance with them.

### Scope:

As Mandatory Reporters, all Early Childhood educators must report cases of suspected Risk of Significant Harm to the Human Services (Community Services). The centre will ensure the safety of children in care fulfilling its obligations as Mandatory Reporters of signs of abuse.

### Implementation:

#### Mandatory Reporting

- A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.
- In OOSH services mandatory reporters are:
  - Educators that deliver services to children
  - Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
- Educators are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection) Act 1998

#### Section 23 (1)

a-b) Child is at significant risk of harm – Neglect

- a) basic physical or psychological needs not being met or are at risk of not being met
- b) parents/ carers unwilling or unable to provide necessary medical care
- b1) parents/ carers unwilling or unable to arrange for the child or young person to receive an education

c) Child is at significant risk of harm – Physical / Sexual abuse

d) Child is at significant risk of harm – Domestic violence

e) Child is at significant risk of harm – Serious Psychological harm

f) Child is at significant risk of harm – Prenatal report

- Educators will undergo training in relation to child protection and reporting on a needs basis.
- Any educators that form a belief based on reasonable grounds that a child is at risk of harm should ensure they record the details of the report on a file note.
- Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.
- Any educator who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with their coordinator/ supervisor, as he or she may have information the educator is not aware of. The coordinator / supervisor will then assist the educator in running the online Mandatory Reporters Guidelines tool (see point below for more information) to determine whether the report meets the threshold for **significant** risk of harm.
- If directed by MRG to report to Community services, the educator should report their concerns to the Child Protection Helpline:  
Mandatory Reporters phone 13 36 27  
Non-Mandatory reporters phone 132 111
- When reporting to the Helpline it is important to have as much information as possible available to give to the Helpline. This might include child's information, family information, reporter details and outcomes of the MRG.

- If Coordinator/ supervisor has been advised to but has not reported to Community Services you are legally responsible to do so.
- Once a report is made to the CS Helpline no further report needs to be made unless new information comes to hand.
- If a report about concerns does not meet the threshold, educators must ensure that they play a role in monitoring and offering appropriate services to families.
- After completion of the Mandatory Reporters Guide print and file ( including other relevant file notes and documentation) for the recommended period

### **Mandatory Reporting Guidance tool**

- A Mandatory Reporting Guidance tool has been developed to help frontline mandatory reporters, including OOSH workers determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide reporter on what action should be taken. The MRG is an interactive tool and is available online at [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)
- If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.
- If new information presents concerning the child or young person run the MRG tool again
- Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.
- The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

For assistance with referral information.

Human Services Network [www.hsnet.nsw.gov.au](http://www.hsnet.nsw.gov.au)

Family Services NSW [www.familyservices.nsw.asn.au](http://www.familyservices.nsw.asn.au)

### **Where a complaint is made about a educator, or someone in the service**

- Should an incident occur that involves a child being put at risk of harm from a service educator, volunteer, trainee or person visiting the service, this is regarded as '**reportable conduct**' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.
- Where the allegation is made to a service educator or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Coordinator or supervisor in charge is suspected then the owner should be informed and report the incident.
- The relevant forms together with information and assistance are available on line at [www.nswombudsman.nsw.gov.au](http://www.nswombudsman.nsw.gov.au)
- The person making the report should follow the advice of the Ombudsman's Departmental Officers.
- Management will also follow this advice.
- The matter will be treated with strict confidentiality.

- For the protection of both the children and the educator involved, the educator should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is resolved.
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

Recruitment of staff, students, volunteers, contractors, self employed persons and performers and the Working with children check

Mimi OOSH as an employer of a children services must do they following to meet the working with children check requirements:

- Employers must:
- Register online with the new Working With Children Check
- Verify every **new paid employee** online before hiring them
- Verify **current paid workers and all volunteers (new and current)** online as they are phased in to the new Check (see phase in schedule at ANNEX B)
- Remove any barred or unauthorised person from child-related work (see part 10. Workers not authorised to work with children

More specifically Mimi OOSH will:

- All educators employed by the service including management, full time/ part time carers, will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. <http://www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check>, they are responsible for completing the check and paying the cost of the check, they must provide Mimi OOSH with there working with children check number and Mimi OOSH will then verify this number before they can commence employment.
- Students and volunteer who will be attending Mimi OOSH on a regular basis need to complete prior to their work placement a volunteer and student declaration form the form and is available at: <http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/Volunteers-and-students> they are responsible for completing the check and paying the cost of the check, they must provide Mimi OOSH with there working with children check number and Mimi OOSH will then verify this number before they can commence employment.
- When the service engages a self employed individual to provide services, the provider was previously required to provide a Certificate for Self Employed People this certificate still pertains to the working with children check until it expires. Any performer, contractor est. who works with children regularly for paid performances should complete a working with children check and provide Mimi OOSH with that number that Mimi OOSH will verify before they commence their duties at Mimi OOSH. Any performer, guest speaker, community volunteer est. who comes and assists in the delivery of Mimi OOSH program as a one off does not need to complete the working with children check as long as they are supervised at all times, they do however need to follow all Mimi OOSH policies and codes of conduct whilst at the service. More information about the working with children check can be found at : <http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/Publications-and-resources>

#### Additionally

- **Educators will ensure supervision and visibility of children at all times in all indoor and outdoor areas, e.g. Toilet areas, and will have at least two educators on premises at all times with vision of each other and the children. Have two educators present or in view when changing nappies or soiled clothing.**
- Educators will never physically punish children by hitting, shaking, pinching: do not use abusive, derogatory, humiliating language or inappropriately punish children by withdrawing a child's food, rest or use of the toilet.
- Educators will minimise negative interactions between children and themselves by discussing relevant issues with centre management, during educator meetings and education through educator training.

For further information

- Keep Them Safe [www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)
- Human Services Network [www.hsnet.nsw.gov.au](http://www.hsnet.nsw.gov.au)
- Ombudsman [www.nswombudsman.nsw.gov.au](http://www.nswombudsman.nsw.gov.au)
- Community Services [www.community.nsw.gov.au](http://www.community.nsw.gov.au)

- NSW Commission for Children and Young People [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)
- <http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/apply>
- Child Protection Helpline 13 36 27

## **Mimi OOSH Infectious diseases and the exclusion of Sick Children Policy**

### **Purpose**

At Mimi OOSH our priority is to provide a safe and healthy environment for all children in our care, so it is therefore vital to have and implement an infectious diseases and exclusion of sick children policy.

### **Scope**

Here at Mimi OOSH we will ensure staff and educators are aware of the issues related to infectious diseases, Provide guidelines to minimise the risk of contracting infectious diseases, and to deal with a disease if contracted.

The exclusion period is the minimum time a child/staff member is required to be away from the centre after an illness. Excluding sick children is the best way of preventing infection being introduced and reintroduced to the centre.

Although we understand that many parents have daily and work commitments, we are unable to look after sick children at the centre.

### **Implementation**

It has been well documented that the three most important ways of preventing the spread of infectious disease are:

- Effective hand washing;
- Exclusion of sick children and staff
- Immunisation.

If these are not done properly, the many other processes that support infection control, such as cleaning and food safety will not be effective. With this in mind educators and staff will follow the above controls at all times.

If however a child falls ill during their time at the service a staff member will contact Parents or emergency contact (if parents are unavailable) and inform them that their child has become ill. Parents or guardians, Authorised Nominees will be asked to come and collect their child straight away. In the case of a medical emergency where an ambulance has been called, the parents or emergency contacts (if parents are unavailable) will be contacted immediately. The staff will continue to try to contact the parents in the case where the emergency contacts have already been informed.

In the case of an infectious disease and where possible the child will be isolated from all other children/ people until they are collected from the service.

The following is the procedure Mimi OOSH educators will follow to complete the Mimi OOSH Incident, injury, Trauma and Illness Record if a child or competent adult falls ill while at the service.

*The written process for observing, responding and recording signs of illness and injury in children and notifying families of illness or injuries that affect children while at the service is out lined and is to be recorded in an Incident, injury, Trauma and illness record is as follows:*

- *The person administering first aid to a person at the service must have a completed incident, injury, Trauma and illness record written up as soon as is physically possible following an illness, trauma or injury and no later than the end of their working shift or the person or child receiving the first aid leaves the service or whichever occurs first.*

- *The centre Nominated and or Certified Supervisor who is in charge of the day to day running of the service is notified and is asked to view and sign the incident, injury, Trauma and illness record, as soon as possible following the accident.*
- *If the accident relates to a child the parents or authorised nominee of the child must be asked to view the incident, injury, Trauma and illness record, sign the original and a photo copy must be given to them on the same day as the illness or injury.*
- *If the incident, trauma, illness or injury is of a competent adult they must sign their own incident, injury, Trauma and illness record and a copy of it must be given to them on the same day as the accident.*
- *The completed original incident, injury, Trauma and illness record must then be filed into the person's individual file and be kept for the required length of time as is stated in the Educational and Care Services National Regulations, 2011*
- *First aid is to be administered by an educator who has had training and received a certificate of competency in a approved first aid qualification.*
- *The first aid that is administered is in accordance with, the educator who is administering first aid's, first aid training, and the centres policies and procedures.*

Following an occurrence of an infectious disease at the service the approved provider and Nominated Supervisor will ensure that the parents or emergency contact of each child being cared for at the service is notified as soon as is practicable to do so.

In accordance with the guidelines from the Commonwealth Department of Human Service and Health, there are some diseases that are recommended and compulsory for the kindergarten to notify to the Public Health Unit. In the case of a notify able disease outbreak our staff will contact the NSW Department of Health and fill in and file the records for outbreaks of immunisable diseases form that is kept in the office shelf. The contact details which our staff will use to contact the NSW Department of Health are:

**Street address:**

73 Miller Street  
North Sydney NSW 2060

**Postal address:**

Locked Mail Bag 961  
North Sydney NSW 2059

**Telephone:**

within Australia 02 9391 9000  
outside Australia 61 2 9391 9000

**Fax:**

within Australia 02 9391 9101  
outside Australia 61 2 9391 9101

**TTY:**

within Australia 02 9391 9900  
outside Australia 61 2 9391 9900

**E-mail address:**

[nswhealth@doh.health.nsw.gov.au](mailto:nswhealth@doh.health.nsw.gov.au)

Some infectious conditions are:

- Streptococcal sore throat.
- Tuberculosis (TB).
- Pertussis (Whooping Cough).

- Gastroenteritis – when there is an outbreak of several children at the centre.
- Giardiasis – when there are several children in one group ill with Giardia.
- Shigella – this is a severe intestinal infection caused by bacteria. If two cases occur in the centre.
- Hydatid tapeworm.
- Slapped cheek syndrome, fifth disease – if two or more cases occur in the centre over a couple of week.
- Measles.
- Roseola (exanthemsubitum, sixth disease) – if two or more cases occurring in a couple of weeks at the centre.
- Scarlet fever – if there is more than one case at the centre.
- Hemophilusinfluenzae Type b (HIB).
- Hepatitis B – inform the local health authority of any active case.
- Hepatitis C – inform the local health authority of any active case.
- Meningitis
- Meningococcal infection

A copy of the Australian Government, National Health and Medical Research Council, Staying Healthy in Child Care, Preventing Diseases in Child care 4<sup>th</sup> edition, December 2005. Can be found at:

[http://www.nhmrc.gov.au/files\\_nhmrc/publications/attachments/ch43.pdf](http://www.nhmrc.gov.au/files_nhmrc/publications/attachments/ch43.pdf)

For more detailed information on the exclusion period for infectious diseases please see attached to this policy a copy of the Recommended minimum exclusion periods for infectious conditions for schools and preschools and child care centres from the Australian Government, National Health and Medical Research Council- December 2005 or visit:

[http://www.nhmrc.gov.au/files\\_nhmrc/publications/attachments/ch43poster4.pdf](http://www.nhmrc.gov.au/files_nhmrc/publications/attachments/ch43poster4.pdf)

If a child becomes ill at the service and If the incident is deemed a serious incident or a complaint and incident other than a serious incident in accordance with the Education and Care Services National Law ACT 2010 and the Education and Care Services National Regulations 2011 Then the Nominated Supervisor will ensure that the Australian Childrens Education and Care Quality Authority is notified using either the Notification of complaints and incidents (other than serious incidents) NLO1 and the Notification of Serious Incident S10L forms should be completed and returned to the Australian Children’s Education and Care Quality Authority in accordance with the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011.

The forms can be down loaded from:

<http://acecqa.gov.au/application-forms/>

## Mimi OOSH Sun Policy

### POLICY STATEMENT

Mimi OOSH aims to balance the risk of skin cancer from too much sun exposure with maintaining adequate vitamin D levels in our children. We aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing (**“My Time, Our Place” Outcome 3**)

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D. We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Evidence suggests that childhood exposure to UV radiation contributes significantly to the development of skin cancer in later life. Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days. This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this message and assist children to understand the complexities of their environment (**"My Time, Our Place" Outcome 2**).

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners (**"My Time Our Place" Outcome 4**). This will include children having opportunities to access UV alerts and monitoring the exposure to the sun of both themselves and their peers (**"My Time, Our Place" Outcome 5**). Our service believes that educating children about UV radiation will have a major impact on reducing their chance of developing skin cancer in later life.

### **CONSIDERATIONS.**

National Quality Standard 2 Element 2.3.2 "Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury".

National Quality Standard 6 Element 6.3.2 "Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities"

National Regulation 114 "Outdoor space – shade"

National Regulation 100 "Risk assessment must be conducted "

WHS Act and Regulations 2012

NSW Cancer Council [www.cancercouncil.com.au/reduce-risks/sun-protection](http://www.cancercouncil.com.au/reduce-risks/sun-protection)

### **PROCEDURE**

#### **Scheduling of Activities.**

The following procedures will be implemented when scheduling activities when the UV Rating is 3 or above.

Outdoor activities will be scheduled where appropriate outside of peak UV times or planned for shaded areas and sun protection used for all children.

In non daylight saving time (April-Sept) outdoor activities can take place at any time as long as sun protection (hats, clothing, sunscreen, shade) is used when the UV index is 3 or above.

Where the UV index for that day is not known, sun exposure will be minimised between the hours of 10am and 2pm (11am and 3pm during day light saving).

When planning excursions, sun protection will be included in the risk assessments for service participation.

All sun protection practices will be maintained while staff are escorting children to and from school and on any excursions.

#### **Shade**

Structured outdoor activities will be held in shaded areas whenever possible when the UV index is 3 or higher.

The service will identify shade options at various times of the day and the year within the outdoor space and promote these to the children. Educators will set up activities and play spaces to make best use of the shade.

Children will be encouraged to use available shade when playing outside during times when the UV index is high.

### **Clothing**

Educators and children will wear protective clothing when outside during periods of time when the UV index is 3 or above.

When outdoors children will be encouraged to wear sun safe clothing with sleeves, collars or covered necklines.

Midriff, crop or singlet tops do not provide adequate protection and are not recommended. The Family Handbook will remind families and children of the appropriate clothing to wear to the service to meet the sun protection policy.

Children will be encouraged to wear sun safe hats that protect the face, neck and ears when outside. Recommended hats are bucket hats and broad brimmed hats. Baseball caps and visors are not recommended.

All educators will be required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts or trousers.

Children who do not have a hat must play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate they must access shaded areas in which to play

### **Sunscreen.**

SPF 30+ Broad Spectrum water-resistant sunscreen will be available at the service for children and educators to use.

Educators will ensure there are regular reminders ( minimum every 2 hours) to apply sunscreen prior to outdoor play during the months of October to March between 11am and 3pm or when the UV index 3 or above.

Permission to apply sunscreen will be included in the service enrolment form. Educators will respect the parents' right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

### **Role Modelling of Staff**

Educators will wear protective clothing and practice a combination of sun protection strategies (sun-safe hats, clothing, sunglasses, SPF 30+ broad spectrum water resistant sunscreen) when in attendance at the service.

Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV alert is 3 or above.

Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.

### **Collaboration with children.**

Children will be provided with opportunities to take leadership roles in managing sun protection.

Children will be encouraged to access the internet/ newspaper to check the UV ratings for the day and advise educators of the times when the UV index will be 3 or above.

Opportunities for children to set alarms for when the UV index increases above or drops below 3 will be provided and children assigned duties regarding UV reminders, hats reminders and management of sunscreen.

Children will be reminded that they can remove their hats when the UV index falls below 3.

### **Education and Information**

The sun protection policy will be available to all families using the service.

Parents will be informed of the sun protection policy including appropriate clothing requirements on enrolling their child in the centre through the Family Information Booklet.

Upon enrolment in the vacation care program, parents will be advised of suitable protective clothing and hats for children to wear at the service and encouraged to apply a sunscreen to their child prior to attending the service during the spring and summer vacation care periods.

Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play in the shade.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic from the Cancer Council NSW as appropriate .

## **Mimi OOSH Management of Complaints Policy**

### **Purpose**

The service will maintain a complaints and grievance management system to ensure that all Educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and in our policy folder. We will identify complaints and grievances as opportunities to improve the quality of our service.

### **Scope**

The complaints Policy and Grievance Procedure is based on the following principles

- That all families attending Mimi OOSH have the right to make a grievance and have it handled in accordance with our management of complaints policy.
- The management of complaints policy should be seen by families attending Mimi OOSH to be a positive and productive mechanism and will be undertaken in good faith by both parties
- All families attending Mimi OOSH have the right to make a grievance without fear or recrimination
- All Policies and procedures need to safeguard the privacy of all parties involved and all documents secured in such a way as to protect their confidentiality
- Educators and families will work together to achieve a fair and reasonable outcome

## **PROCEDURE**

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or educators not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the Owner of the service Judy Hewisonor, either in writing or verbally.

The Owner/ liaison person of the Management will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Co-ordinator and individual to resolve the problem.

All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

The Co-ordinator or Owner/ liaison person of the Management will inform the person making the complaint of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis then the Owner/ liaison person of the Management or Co-ordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

The Education and Care Services National Regulations 2011, requires that any complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached be notified to the Australian Children's Education and Care Quality Authority using the Notifications of Complaints and incidents (other than serious incidents), form the form is at the back of this policy and can also be downloaded from <http://acecqa.gov.au/application-forms/>

