

MERRI-BEK CITY COUNCIL SCHOOL HOLIDAY PROGRAM

POLICY & PROCEDURE MANUAL



Language Link

中文	9280 1910	Hrvatski	9280 1917
Italiano	9280 1911	Polski	9280 1918
Ελληνικά	9280 1912	All other languages	
العربية	9280 1913	including 廣東話, 香港話,	
Türkçe	9280 1914	فارسی, Kurdi, Malti,	
Việt Ngữ	9280 1915	Македонски, Српски,	
Español	9280 1916	Somali, Tetum	9280 1919

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Introduction

Welcome to Merri-bek City Council Primary School Holiday Program (SHP).

This manual provides an overview of guidelines and procedures and information about the school holiday program.

All information and policies have been developed in conjunction with the National Quality Framework and the National Law and National Regulations.

A copy of the National Regulations can be downloaded from the ACECQA website at www.acecqa.gov.au

School Holiday Program (SHP) educators have a vital role to play in ensuring children receive high quality care and experiences. They need to ensure the program operates effectively and safely, so staff and children have fun and enjoy themselves.

The programs offer supervised, secure and enjoyable activities, designed to meet the care and recreational needs of primary school aged children during the school holiday periods. The programs use qualified and experienced educators and work within the guidelines set out in the National Quality Standards for Outside School Hours Care Services relating to staff/ratios, facilities, administration, programming and health and safety.

SHP Educators are responsible for the children while they are at the programs and need to:

- Follow all rules and regulations of the service.
- Establish and apply appropriate guidelines that encourage positive behaviour.
- Guide and supervise activities and implement daily routines.
- Ensure that all possible precautions are taken to avoid accidents.
- Assist in planning, implementation and evaluation of a program to meet the needs of all children in attendance.
- Attend relevant training sessions and meetings offered throughout the year.
- Communicate effectively with other staff, children, families and the community.

Source:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations
- National Quality Framework
- My Time Our Place Framework for School Age Children

Philosophy/Goals

Merri-bek City Council School Holiday Program Philosophy Statement

Merri-bek City Council School Holiday Program philosophy is grounded in the belief and knowledge that all children learn when relationships with peers and adults are respectful and empowering. All children accessing our programs will be supported to feel secure and valued through respectful communication which supports a happy, harmonious and relaxing environment. Families and the broader community are intrinsic within the fabric of each of the School Holiday Programs.

We believe:

- All children, staff and families are entitled to mutual respect and trust.
- Gender equality and equity support all children's growth and development.
- Our environments will promote diversity and will be inclusive of all children and families accessing the program.
- Programs that are fun, organic, engaging and culturally sensitive and relevant will provide children with opportunities to learn new skills.
- Recruitment of highly skilled and dedicated staff is an essential ingredient to successful programs.
- Our School Holiday Program will offer a balance of educational and leisure activities that are creative, fun, relaxing, relevant and meet the requirements of the "My Time Our Place" Framework.
- Our School Holiday Program is committed to the safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making, with attention paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Venues and Approved Places

Venue 1:

Brunswick South West Primary School
5A South Daly Street
Brunswick West 3055
0417 128 337 – only during school holidays
60 – Place

Venue 2:

Brunswick East Primary School
195A Stewart Street
Brunswick East 3057
0408 561 026 – only during school holidays
60 - Place

Hours of Operation

All Services are licensed to operate 9 weeks per year during school holidays from 8.00am to 6.00pm.

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia. <https://www.acecqa.gov.au>

The Australian and State Government each have developed an Early Years Learning Framework guide, which is designed to support and strengthen children's learning and development from birth to eight years.

As an approved and licensed children's service Council has a commitment to the principles of the Early Years Learning Frameworks, My Time, Our Place Framework for School Age Care, Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2012.

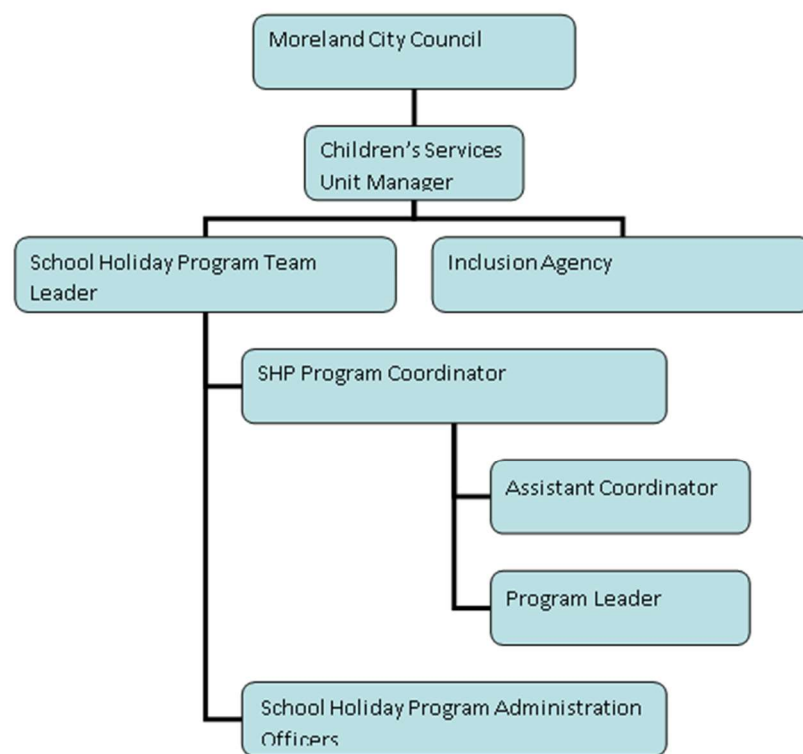
<https://www.acecqa.gov.au>

- These documents set out a range of requirements relating to the licensing and operation of children's services in Victoria. The SHP Team Leader has the responsibility to ensure that all current and new staff are provided with a copy of My Time, Our Place – Framework for School Age Care in Australia.
- All aspects of the program, staffing and daily operation will meet the legislative requirements within the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2012.
- Annual site evaluations of each venue will take place to ensure the regulations are being met.

Sources:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations
- National Quality Framework Resource Kit

Governance and Management of the Service



1. GENERAL POLICIES

1.1 Governance and Management Policy

School Holiday program will implement robust governance, management and administrative systems, ensuring the effective, transparent and competent operation of service.

We are committed to maintaining up to date and relevant policies and procedures for its SHPs. Policies and procedures will meet all legislative requirements.

We will ensure that all personal, health and/or sensitive information relating to School Holiday program stakeholders remains confidential, is stored securely and archived appropriately.

Governance:

- School Holiday Program (SHP) is operated by Merri-bek City Council and follows the management structure implemented by the Organisation. The service adheres to the relevant legislative frameworks and the Council policy and procedures and guidelines to ensure there is robust systems and processes in place to assist in the management and governance of the service.
- All staff have regular support meetings with their direct supervisor to support and guide them in their role as well as ensure accountability to maintaining required standards. As part of regular venue visits the Team leader supports and monitors SHP Educators, including accountability to meeting required standards.
- SHP uses the Quality Improvement Frameworks to ensure that the service is reviewed, and any service improvements are implemented according to the relevant legislation and policies and procedures.
- SHP will regularly communicate with and seek feedback from families and Educators using avenues such as meetings, emails and surveys. Any changes to service policy and procedure will be notified in writing with appropriate time frames for implementation.
- Council management may also determine changes to service delivery. In these circumstances families and Educators will be notified in writing of any changes.
- The policy and procedure manual will be displayed prominently at <https://www.merri-bek.vic.gov.au/> and a copy can be emailed to families upon request.
- All staff will have access to the Policy and Procedure Manual and will be requested to read the document and to become familiar with updates and changes.
- Program policies will be reviewed on a regular basis.
- All reviewed or new policies will be circulated to families & staff for feedback and comments.
- All incidents occurring during a program will be reviewed based on the policy it is associated with and policies may be evaluated based on outcomes of the incident.
- The Regulator Authority will be notified of any relevant changes to the operation of the Service, of serious incidents and complaints.

- Families can call the Department of Education on [1800 338 663](tel:1800338663) or email enquiries@education.vic.gov.au
- Merri-bek City Council is committed to protecting the privacy of personal and health information it collects and uses, by complying with its obligations under the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) (the Acts). Council has a policy that outlines the requirements for the management and handling of Personal and Health Information. Obligations under the above Acts apply to Councillors, Council staff (employees), agents (consultants, agency staff and volunteers) and contracted service providers and is a mandatory requirement in any new or existing contract.

Sources:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations
- Early Years Learning Framework
- Australian Government Department of Education <https://www.education.gov.au/child-care-providers>
- Merri-bek Council privacy statement

1.1.2 Governance and Management – Continued

Statement of Commitment

Merri-bek City Council is committed to protecting the privacy of personal and health information it collects and uses by complying with its obligations under the Privacy and Data Protection Act 2014 and the Health Records Act 2001 (the Privacy and Health Records Acts). Council has a Policy that outlines the requirements for the collection, management, and handling of personal and health Information. This Policy and its obligations, responsibilities and duties, along with applicable and relevant legislation apply to Councilors, Council staff (employees), agents (consultants, agency staff and volunteers) and contracted service providers and are a mandatory requirement in any new or existing contract.

Third party software security - actual processes undertaken incorporating audits, by whom and access to passwords.

Procedure:

- Qikkids is the software provider and agreements in place with them ensure data security. This was all checked by IT prior to signing an agreement with Qikkids.
- New staff are allocated an account in Qikkids on commencement by an existing staff member, passwords are individual and within the software it can be identified who has completed each task according to their log in.
 - Staff that have access are Children's Services Coordinator, SHP Team Leader and SHP Administration Officer. No other employees have access.
- Council has a cyber security policy that all staff are required to adhere to as a condition of employment. This policy includes management of passwords.
- Bookings, payments etc are all automated – system generated and can't progress without parent approval (using their PIN – which is also auto generated and sent via email)

- Two administration staff check all parent payments and Team Leader checks the corrects amounts received via PRODA.

Data integrity – actual processes and procedures ensuring accuracy of CCS data, how passwords are protected and by whom, how anomalies are identified, internal checks completed to identify incorrect data submissions has not been provided.

Procedure:

- Qikkids software (approved by DESE) is used to administer CCS.
- Outlined above how and which staff are given access to Qikkids.
- Once a child is registered all information is auto generated by the system, staff cannot tamper with this.
- Parents set up their own log in and enrol via the portal.
- Parents must accept their enrolment in MyGov.
- Parent PIN is autogenerated – no one else has access.
- Staff are unable to create children, claim CCS without parent authorisation– as this is linked to a CRN and parents must approve this.
- Parents sign their children into and out of care using their PIN.
 - Staff at the program complete this if the parent forgets and then the parent is auto prompted by the software to confirm this at their next attendance.
 - The Team Leader checks the sign in record daily and prompts staff at the program to if there are any errors for them to be corrected.
- Parents are reminded in an email prior to each program about first and last day absences and if any children have not arrived at the program by lunch time on their first and/or last days the Team Leader contacts them via email and phone to remind them of the implications of this.
- (2) Administration officers check all CCS data prior to submitting to CCS to ensure accuracy.
- The Qikkids system auto generates if there are any issues with an account - e.g., if used too many hours, a change in CCS percentage – and notifies staff of any anomalies.
- Qikkids will not allow data to be submitted if there are any errors (system automatically picks these up and provides an alert). Staff then work with parents to correct this prior to submitting.
- As outline above password information is covered in Council cyber security policy.

Fraud prevention and detection – actual processes and procedures in relation to CCS claiming responsible persons, actions taken to identify fraud, actions taken to mitigate risk, how often actions are taken, what will occur if fraud is identified.

- All enrolment, and CCS claims are undertaken using Qikkids – all auto generated and approved by parents using their PIN.
- Parents PIN their child's attendance
- Staff at the program undertake head counts to ensure numbers in attendance match data in the system.
- Each child/family has specific CRN linked to their CCS and must accept enrolment (in MyGov) and sign their child in/out using their PIN.
- Attendances are checked daily to ensure children enrolled are attending.
- Council has a Fraud and Corruption Control Policy and any cases of fraud would be guided by it.

Notification policies and procedures identifying all notifiable circumstances.

Procedure:

- The organisation would report the following using PRODA or our software (Qikkids)

- Service fees (within 14 days of any changes)
- The days and hours the service operates (within 14 days of any changes)
- Service vacancies (weekly)
- Ceasing to operate a service (within 24 hours)
- Change of physical or postal address (no later than 30 days before the change or as soon as practicable if it was unforeseeable)
- Change to the name of the provider or any of the approved services (within 14 days)
- Change of contact details for any service (email, website, telephone or fax) (within 14 days).
- Information about any new person with management or control, including day to day operations (within 7 days).
- Change of name/s for any person with management or control including day to day operations (within 7 days).
- (Within 7 days) The provider becomes aware, because of a background check undertaken for a specified person, that the person:
 - has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country.
 - an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units.
 - an offence involving violence or a sexual offence.
 - an offence involving fraud, stealing or dishonesty.
 - is an undischarged bankrupt, or
 - was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.
- An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved childcare services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy (within 7 days).
- A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved childcare services). The provider must also notify the Secretary of the Department of Education of when, and the reason, the person stopped having management or control of the provider. (within 7 days)
- An educator obtains a childcare qualification from a registered training Organisation (Within 7 days).
 - The provider or person with management or control has an interest in that registered training Organisation by which the provider or person owns, operates, controls or carries out the registered training Organisation, and either:
 - it appears that the educator has not obtained the qualification solely on her or his own merit.
 - the qualification has otherwise been obtained in circumstances that might be perceived as demonstrating a conflict of interest.
 - A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist (within 7 days).
 - Change in status of a working with children card for anyone who is required to have such a card under section 195D of the

A New Tax System (Family Assistance) (Administration) Act 1999 – for example if the care is amended, suspended or revoked. (within 24 hours).

- The provider enters administration, receivership, liquidation or bankruptcy, and the details of this event. (within 24 hours).
- Unexpected closure of any of the provider's approved childcare services due to unforeseen circumstances (within 24 hours).
- A serious conviction or finding of guilt (Within 24 hours).

1.2 The Children's Programs

Council aims to provide a program that considers the outcomes in the Frameworks and is focused on children's safety, wellbeing, identity, and capacity for learning, communication skills and ability to contribute to their world. There is no set curriculum or content as such, the Service provides a school age setting that is creative and responsive to children's interests.

Procedure:

- Written programs will be displayed at each program venue.
- Program brochures will be widely distributed to current families on the mailing list and the wider community.
- Children, families and staff are encouraged to provide input into the program and opportunity for feedback is sought through surveys, face to face conversation and e-mail.
- The brochure and activities will be developed based on the children, families and educators feedback and suggestions.
- The program will reflect the diverse cultural backgrounds of our community.
- The program will be evaluated regularly to determine if it meets the needs and interests of all children and the wider community.
- The program activities may be subject to change due to weather conditions or unforeseen incidents occurring.
- Any changes to the program will be communicated to families as soon as possible.

1.2.1 Technology: Mobile phones, DS Games, iPod, iPad, TV and DVD's

Council recognises that technology can be a large part of family life and most children have access to a range of digital technology. The inclusion of some of this equipment into a School Holiday Program environment must be planned for in consultation with staff, parent/guardians and children. Usage must fall within the guidelines listed below:

Procedure:

- Children are encouraged not to bring valuable items to the program i.e. money, mobile phones, iPods/iPads or any electronic devices.
- It is expected that educators and parents/guardians will discuss the screen-based activities which are offered to children in care.

- All devices including mobile phones should be turned off, have no internet access and handed in to the coordinator on arrival. Mobile phones are not to be left in the child's bag.
- Parent must inform staff that the child has an electronic device including mobile phones.
- Children will not be permitted to make calls or send text messages during the program, all requests to call parents/guardian must go through the coordinators and must be for a valid reason.
- Children will be closely supervised whilst they are engaged in screen-based activities.
- Access to screen-based activities is limited and will be at set times during the day, the time will be posted for parent information.
- There must be no access to the internet, staff will check that this option is turned off on the device.
- No photos are to be taken by children of other children in the program.
- All devices must be turned off when they are not being actively used by the children.
- A poster listing times and the names of programs and movies will be displayed for families.
- Any devices or DS Games and DVD's must be rated G or PG rated. Television programs must be G rated.
- Staff will ensure that venues have a range of interesting activities available as an alternative to any screen-based session.
- Each School Holiday Program venue will determine what digital device is acceptable at their venue.

At each venue families will be informed by posters displaying information such as what devices are acceptable, what times children can access digital devices, what and when DVD's and TV programs will be shown.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 5.1, 5.2
- My Time, Our Place – Framework for School Age Children

1.3 Confidentiality/Privacy of Records

School Holiday Program is committed to protecting the privacy of personal and health information it collects and uses, by complying with its obligations under the Privacy Law Moreland City Council Privacy Policy. We confirm that all records and information regarding individual children, families, staff and the service are kept in a secure place.

Personal and/or health information may be released when required by law, for example, to State or Federal authorities, or Child Protection agencies or for a child's safety, for example if emergency services are in attendance. In other circumstances written permission may be sought to disclose information.

Administration of Childcare Subsidy (CCS)

Family Day Care will use a software system approved by the relevant Australian Government Department to administer the service including Childcare Subsidy (CCS) and adherence to Family Assistance Law.

Childcare Subsidy (CCS) assessment notices, enrolment forms, attendance records, attendance amendments, accident / injury forms, reports, observations, file notes, payment records and medical certificates will be kept at the SHP venue during school holidays and at Moreland City Council Offices in a designated archiving facility at all other times.

This information will only be accessed by, or disclosed to, those people who require the information to fulfill their responsibilities at the program or have a legal right to know.

Record keeping

The following principles will be adopted for handling personal information based on the Privacy Act and the Local Government Privacy Information.

- Collection of information will be lawful and fair.
- People will be told why information is collected.
- People will be provided information on how to access their records.
- People will have access to their own records.
- Use of personal information will be relevant.

The Council Privacy Statement will be on Council forms used to collect personal and or health information with the following suggested wording:

"Personal and or Health Information collected by Council are used for municipal purposes as specified in the Local Government Act 1989. The personal and or health information will be used solely by Council for these purposes and or directly related purposes. Council may disclose this information to other organisations if required by legislation. The applicant understands that the personal and or Health Information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and or correction should be made to Council's Privacy Officer".

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 7.3
- Australian Government Office of the Privacy Commissioner <http://www.privacy.gov.au>
- Department of Education and Training (DET) Child Care Service Handbook 2012-2013
- Moreland City Council Information Privacy Policy
- Australian Government Department of Education and Training (DET)

Reviewed December 2023

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1.4 Equal Opportunity

Council is committed to the principles of Equal Opportunity in relation to community access to the SHP, and the appointment of staff and will operate on the principles of fairness, equality and merit in accordance with the Victorian Equal Opportunity Act (2010) and the Anti-Discrimination Act (2011) and the School Holiday Program 'Priority of Access Guidelines'.

Procedure:

- Staff will adopt a non-sexism approach as one of the criteria used in the selection of equipment, materials and activities.
- Children, staff and families will be treated with respect regardless of their gender, race, religion, age, ability or impairment.
- Staff will be employed on their ability to meet the requirements of the positions available as outlined in the position description and Selection Criteria.
- Council will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.
- All children will be actively encouraged to participate in activities.
- Access to the programs is available to the community as a first priority to families living, working, studying or who's child/children attend school within the Moreland Municipality.

Sources:

- Victorian Equal Opportunity Act, 2010
- Anti-Discrimination Act 2011

Legislative Acts

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

1.5 Child Safe Environment Policy

As part of these standards, Merri-bek Council has developed a commitment statement.

Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests.

We will develop and maintain targeted policies, procedures and training to support employees, volunteers and contractors to achieve these commitments. We create environments where all children and young people have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

All Council employees, volunteers and contractors have an obligation to report suspected cases of child abuse in accordance with Council Policies, Procedures and Guidelines.

Ongoing training and understanding of responsibilities in relation to keeping children safe.

Child Safe Policy

Council has established Child Safe policy; the purpose of this policy is to:

- Outline Council's commitment to child safety
- Identify what we can do in our workplace, services, programs and activities to create an environment where children are safe and protected from abuse, and
- Communicate the process and expectation for reporting any allegations or reasonable suspicions of child abuse to the appropriate authorities.

While all children are vulnerable, it has been identified through legislation that those more vulnerable include:

- Children from culturally and linguistically diverse backgrounds
- Aboriginal children
- Children with disabilities.

Council undertook consultation with children, young people and parents in the development of this policy.

The consultation process identified a category of children considered to be more vulnerable in Merri-bek, which is in addition to those prescribed in legislation.

Recognising the definition of child for these purposes as including children and young people under the age of 18, Council incorporated an additional commitment:

Ensuring the inclusion, participation and empowerment of children who identify as gay, lesbian, bisexual, transgender, intersex and queer.

Procedure:

- Staff need to be aware of the physical and behavioural signs or indicators of abuse and neglect and take appropriate action. Therefore, Council will provide training and resources to support staff in helping them to understand, comply with and respond to issues related to child protection.
- All staff employed to work on the program will have passed all relevant legislation requirements before being employed by Council. (Refer to Merri-bek Council Child Safe Policy and Procedure).
- If a staff member observes possible signs of abuse, neglect or harm or if a child discloses this information to them, then they will:
 - Record the child's name, age, address and relevant details of the injury, behaviour, or conversation.
 - Consult with other staff who have had contact with the child and advise the Program Coordinator.
 - The Program Coordinator is to notify Council's SHP Team Leader who will further investigate the claim.
 - Extensive notes are required to be kept on all observations and conversations.
 - All file notes and observations will be dated and signed by the staff member completing the report.
 - All matters will be kept confidential.
 - All reports will be passed onto Child Protection Services for further advice as to what the recommended procedure/investigation should be.

Reporting

In Victoria all adults have a legal obligation to report to Victoria Police if they have information that leads them to form a 'reasonable belief' that an adult has sexually offended against a child under 16 years of age.

If a child and/or an Educator are at immediate risk the Educator must call the police on 000.

School Holiday Program staff and/or Educators will report any incidents of suspected abuse of any type to the appropriate authorities.

If an Educator suspects a child has been subject to any type of abuse it is recommended, they contact the Team leader immediately. However, an Educator can report directly to an appropriate authority.

The Council's Child Safe Policy also provides a reporting process for suspected abuse. In addition to reporting to external authorities any incidents of suspected abuse must also be reported in Council's Incident Management System.

While failure to disclose only covers child sexual abuse, all adults should report other forms of child abuse to authorities. Failure to disclose does not change mandatory reporting responsibilities.

The policy outlines our absolute commitment to the new Child Safe Standards and places the safety of children at the core of all of our decision-making.

Everyone must report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.

Here are some key messages for the community about our commitment to Child Safety:

- Everyone connected to our School Holiday program can help children be safe.
- We have zero tolerance for any abuse of children.
- We have policies and processes in place to protect the care, safety and welfare of children. These are being strengthened to ensure a zero-tolerance approach to child abuse.
- There are clear boundaries about how adults in our School Holiday Program may interact with the children.
- The Child Safe Standards apply to School Holiday Program staff including volunteers, contractors, visitors and children's family members.

Any disclosure by a child, observation or report by a parent, Educator or Staff member, or any adult, about an Educator or staff member's conduct or behaviour with a child/ren, will be:

- lodged in the Council's incident management system; and
- managed according to Council's Child Safe Policy; and investigated thoroughly.
- reported to the Commission for Children and Young People if deemed a reportable conduct incident.

The outcome will be determined after the investigation. If the situation arises that a report is made about the conduct or behaviour of a staff member or an Educator with a child/ren, the family/families of any child/ren this relates to will be notified and offered appropriate supports. The Team Leader will report all incidents of suspected abuse to the Department of Education (DE).

Training:

Child protection and Child Safe Standards will be covered in induction for new Educators and applicants will be required to provide evidence that they have completed training in relation to child protection and keeping children safe within the 12 months prior to employment.

All Educators will provide a copy of their certificate upon completion the training will be noted on all staff and Educator records. Training could be more regular if there are changes to legislative requirements that need implementation.

All Merri-bek employees are required to complete the Keeping Children and Young People Child Safe e-module training via Litmos.

References

- Education and Care Services National Law Act
- Education and Care Services National Regulations
- National Quality Standards
- Department of Education
- ACECQA
- MCC Child Safe Policy and Procedures
- Child Youth and Families Support Information

1.6 Refusal and Acceptance of Authorizations

Merri-bek City Council School Holiday program will obtain written authorisation from a parent or authorised person named in the enrolment record relating to any aspect of the child's care.

There may be instances when the school Holiday Program refuses to accept a written authorisation related to these situations. In these instances, the strategies below clearly outline the procedures that Educators and staff follow in refusing a written authorisation from a parent or authorised person named in the enrolment record. Such cases will only be refused by the School Holiday Program should a child / children, Educators or Families be at high risk.

Procedure

- Throughout the enrolment process parents/ authorised nominees will advise on several aspects that will support the care of their child whilst in care with the Holiday Program.
- In situations where an Educator and/or the coordinator feel that a child's care and wellbeing may be at risk, the Coordinator or the Assistant Coordinator may intervene.
 - Educators may intervene and not allow a child to leave the Service if the parent / any other authorised nominee who comes to collect the child is intoxicated or does not appear to be fit to take care of the child.
 - If the sibling or older child authorised to take another child out of the service does not appear to be capable.
 - If the child has been given authorisation to leave the service alone, however they do not appear to be capable or the environment they would be in alone is unsafe.
- In this case this person will be asked to stay at the Service and wait for another authorised person to collect the child and the police will be contacted immediately.
- The School Holiday Program will allow only parents / authorised nominees to collect a child. Children will be unable to sign themselves out of the Service.
- Parents will be made aware of these procedures and the Coordination Unit will be available for further discussions if necessary.

Source:

- Education and Care Services National Regulations 2011

2. FACILITIES AND EQUIPMENT

2.1 Space Requirements

Council is committed to ensuring that adequate space and the environment is suitable according to the number of funded places the services can offer.

Procedure:

- Program venues will meet all current State Government legislative requirements outlined in the Education and Care Services National Regulations, Education and Care Services National Law Act 2010 and National Quality Standards.
- Indoor space will be 3.25 square meters of unencumbered play space per child.
- Outdoor space will be 7 square meters of useable space per child.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

2.2 Building Cleanliness, Maintenance and Repairs

Council will ensure that the venue, grounds and all furnishings used in each program are maintained in a safe, clean, hygienic condition and in good repair at all times.

Procedure:

- Staff will conduct indoor and outdoor safety checks of all play areas prior to use daily.
- Safety checks of all equipment and areas used by children and staff will be checked daily.
- Staff will report maintenance requirements to the Program Coordinator
- The Program Coordinator will report all maintenance requirements to the SHP Team Leader or the school representative.
- Dangerous equipment or furnishings will be removed from the program immediately.
- SHP Team Leader will report all maintenance requirements to the school representative at the end of each program or immediately if the building is unsafe.
- In the event that works will be carried out during the program operation times a risk assessment will be carried out by Team Leader, Coordinator and Venue Operator prior to the program beginning.
- All reports and conversations will be dated and documented.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

2.3 Damage and repair to hired Venue

■ In the event of damage occurring to the venue or equipment belonging to the school hired by the SHP, the following process will need to take place to allow the damaged goods to be repaired or replaced.

Procedure:

Major Damage to the Venue:

- The damage will be documented and reported to the SHP Team Leader and School representative immediately by phone.
- If the school representative is to arrange the repair the damage, the school will supply Council with a quote before works are carried out.
- Once the damage has been repaired the school will send an invoice to Council.
- Council will then make payment to the school to cover the cost of damage.

Minor Damage to the venue

- The damage will be documented and reported to the SHP Team Leader and School representative.
- The Team Leader or Coordinator will arrange appropriate tradesperson to repair the damage during the operation of the program or after operation hours (e.g., fix a broken window).
- Once the damage has been repaired the school will send an invoice to Council.
- Council will then make payment to the school to cover the cost of damage.

2.4 Telephone Facilities

Council is committed to ensuring that communication between families and staff always occur whilst the program is operating.

Council is also committed to ensuring that communication between families and management can always occur, as well as communication between educators.

Procedure:

- Programs will have access to a mobile telephone supplied by Council at all times.
- Staff will carry their mobiles to use on excursions that are in a large area to ensure effective communication and emergency contact if groups are split up or additional phone contact needs to be established.
- Families and staff will be provided with contact details of each venue, the SHP Booking Officer and the SHP Team Leader for the duration of the program.
- Staff will be provided with the contact details of the Venue operator and emergency contacts for Council Staff and Management.
- The SHP Team Leader will be on call with access to a mobile telephone supplied by Council at all times during the operation of the programs.
- If the Team Leader is unavailable all calls will be referred to the Children's Services Coordinator.
- Staff will have access to all emergency contacts for all children while they are in care.
- Parents must provide Council with all appropriate contact details and that of emergency contacts in case of emergency and illness. These contacts will be available by phone at all times and able to collect the child from care on the request of the staff.
- All emergency contacts must be of 18 years of age or older.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

2.5 Storage Facilities

Council will provide a venue that has sufficient storage facilities for:

- Indoor and outdoor equipment
- First Aid equipment
- Medication
- Cleaning materials

All children and staff information will be kept in a confidential secure storage facility. Only approved persons will have access to these files.

Procedure:

- Medication and First Aid kits will be stored, accessible to staff but not children and be restocked before each program begins by an accredited service, to ensure all stock is up to date and compliant with regulations and use by dates.
- All cleaning materials, disinfectants, flammable, poisonous and other dangerous substances will be stored in a secure and inaccessible place to children and restocked before each program begins by an accredited service, to ensure all stock is up to date and compliant with regulations and use by dates.
- All electrical equipment and dangerous items are stored in secure facilities, out of reach to children.
- All staff and child information will be stored in secure facilities, and only accessible to appropriate persons.
- All indoor and outdoor equipment will be stored on the premises where possible. Otherwise, it will be stored at the Merri-bek City Council Offices in the appropriate safe storage areas provided to each unit.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

2.6 Equipment Purchases

Council will ensure staff and children have access to a range of equipment and materials that are suitable, safe and well maintained.

Procedure:

- Requests for new equipment and materials will be made to the Program Officer who will then refer the request to the SHP Team Leader.
- If the request is approved, the SHP Team Leader will request a purchase order from the Purchasing Officer.
- Once the purchase order is received, the SHP Officer will make the purchase, considering the SHP budget.
- This approval will be documented.
- The SHP Officer will then purchase equipment/materials.
- All receipts will be kept and placed in the appropriate financial records.
- The equipment will be delivered on the first day of the next school holiday period.
- Staff will be provided with 'Petty Cash' each program to purchase any last-minute resources that is needed.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

2.7 Food Preparation and Facilities

The program venues will have as a minimum a sink, refrigerator and hot and cold running water. Staff will not provide or prepare food for the children attending the program unless, it is a planned learning activity or preparation for a “Party Day” and the venue has suitable storage facilities for such foods.

Procedure:

- Facilities that are compliant with the Food Act (2010) will be used.
- All staff will wash their hands before preparing food for a planned activity that requires food preparation.
- All food is handled hygienically, and staff will wear gloves when preparing food.
- All perishable foods, provided by staff for a cooking activity, will be kept in the refrigerator.
- Council will ensure that staff are appropriately trained, when required, to ensure that safe food practices are followed however, staff will not be permitted to heat and reheat children’s lunches or food that is not part of a planned activity.
- Staff are encouraged to use recipes from the “Eat Smart / Play Smart” handbook provided by the Heart Foundation. Links to these websites and recipes will be available to all programs via handouts and on their laptops.
- Parents will be encouraged to provide nutritious food for their children and packaged in appropriate containers to assist in their food remaining fresh.
- If families are required to provide food for a day’s activity such as, Party Day, this food is required to be packaged and be within the recommended expiry date.
- All food must clearly display a list of the ingredients, so allergies and dietary requirements can be managed.
- All food must be of a healthy and nutritious manner.
- We ask all families not to send peanut/Nutella sandwiches/nut bars or raw nuts with their children to the program. There are children with nut allergies and anaphylaxis which can be life threatening to these children.
- Families will be provided with information about healthy food options on an annual basis.
 - Staff will not be permitted to heat or reheat children’s lunches that are bought from home.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.2

2.8 Toilets and Hand Basins

Council will ensure the SHP venues have safe access to toilets and hand washing facilities in accordance with the Education and Care Services National Regulations Education and Care Services National Law Act 2010

Facilities:

- One toilet for every 15 children or part thereof.
- Both boys' and girls' toilets are available.
- Hand washing facilities will be readily available.
- Soap and hand drying equipment will be readily available.

Council Procedures also include:

- Staff will check the bathrooms and toilets cubicles every morning; afternoon and evening to ensure they are clean and safe.
- Staff will replace any soap or paper towels when required throughout the day.
- Children will be always supervised.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Occupational Health and Safety Act 2000

3. HEALTH AND SAFETY

3.1 Hygiene

Council will ensure that staff and children follow appropriate hygiene practices.

Procedure:

Council will encourage and ensure that staff and children wash and dry their hands thoroughly with soap and paper towel or hand dryer:

- Before and after handling, preparing and eating food.
- Prior to and after giving First Aid.
- After toileting, personal hygiene assistance, handling of animals or other activities which could lead to the spread of infection.
- After contact with / clearing of body fluids (blood, mucus, vomit, urine, faeces etc.)
- Staff will wear gloves when they are in contact with bodily fluids.
- If staff are unable to use gloves due to skin allergies, other non-allergenic gloves can be provided, or they must wash their hands immediately after assisting a child.
- After handling rubbish
- Benches will be cleaned thoroughly before and after cooking experiences.
- All tables, benches and floor surfaces will be cleaned thoroughly each day and when otherwise required.
- Staff will have regular access to Occupational Health and Safety information and during their induction.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Occupational Health and Safety Act 2000

3.2 Health of Children

Council has a duty of care for all the children enrolled into the program and therefore if a child is unwell the parent/guardian will be telephoned and requested to pick up the child. It is not possible to provide 1:1 care all day in this situation.

Procedure:

- Children will be made comfortable in a quiet area away from other children if possible (child will be supervised).
- The SHP Program Officer will contact the parent/guardian and ask for the child to be picked up.
- Children will remain comfortable and supervised until the parents/guardians arrive to pick up the child.
- If the SHP Program Officer cannot contact the parent/guardian, they will then telephone an emergency contact person.
- If the emergency contact person cannot be contacted the staff will contact the SHP Team Leader.
- The SHP Team Leader will continue to attempt to contact the child's Parent/Guardian and emergency contact and remain in phone contact with the staff.
- If the child's health appears to decline an ambulance will be called.
- The Team Leader will escort the child in the ambulance to the hospital.
- It is expected that any costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians.
- Once parents/guardians arrive at the hospital, the SHP staff member will catch a Taxi back to the service (Council will provide a cab charge for the staff).
- If staff urgently require advice, or are unsure what to do, they must contact the SHP Team Leader immediately. In an emergency an Ambulance would be called in the first instance.
- Parents will be requested to keep the child home until they are well enough to return and are not contagious if applicable.
- The service has developed a COVID-19 risk mitigation plan. All educators, children and families are informed about the risk minimization strategies implemented at the venue.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- Occupational Health and Safety Act 2000

3.3 Personal Hygiene Management

Where a child requires Personal Hygiene assistance, staff must reduce the spread and risk of cross infection between children, by ensuring the changing and disposal of Personal Hygiene is conducted in an efficient way.

Procedure

- Two staff members must be present when a child requires assistance.
- Staff should interact with children in a positive manner and offer assistance when required if the child is unable to meet their own Personal Hygiene needs.
- Staff must dispose of soiled personal hygiene materials by placing them in a sealed plastic bag, which is then deposited in a plastic garbage bag in a rubbish bin.
- The rubbish bin is to be kept inaccessible to all children, and disposed of each day in the domestic waste collection bin.
- Parents / guardians are responsible for providing their child/children with their own personal hygiene materials.
- Personal hygiene materials including soiled nappies, gloves, wipes and clothes must be kept inaccessible to children.
- Children's personal hygiene requirements will be monitored and managed according to each individual child's needs.
- A washable surface-changing mat is to be used when required.
- Disposable gloves are to be worn by staff when personal hygiene assistance is required.
- If staff are unable to use gloves due to skin allergies, other non-allergenic gloves can be provided, or they must wash their hands immediately before, and after assisting a child.
- If lifting a child to a change area is required, staff will use the appropriate two person lifting technique. If a hoist and electric change table is to be used by a staff member, they must have had sufficient training in the use of the required equipment.
- Staff will encourage children to always use hygienic practices and role model these practices.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Occupational Health and Safety Act 2000

3.4 Infectious Diseases

Council will endeavor to protect all children and staff by minimising the risk of infection in the provision of care. This will occur by ensuring care operates in a safe and hygienic environment and meets the legislative requirements of the Children's Services Act 1996, the Children's Services Regulations 2009 and the National Standards for Outside School Hours Care.

Procedure:

- Toilets and hand washing facilities will be easily accessible to children & staff.
- Staff and children will wash their hands.
- All tables, benches and floor surfaces will be cleaned thoroughly each day and when otherwise required.
- Staff will always wear gloves when in contact with body fluids.
- Parents/guardians must notify the SHP staff if their child has an infectious disease.
- Children and staff with infectious diseases will be excluded from the program in accordance with the Staying Healthy in Childcare - Preventing infectious diseases in child care - Fourth Edition.
- A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before the staff member or child can be admitted to the program. Refer to Staying Healthy in Child Care - Preventing infectious diseases in child care - Fourth Edition for further details.
- A notice will be posted at the program when there has been a report of an infectious disease at the program.
- Staff will ensure that the rights of all individual's privacy is respected at all times.
- Parents/guardians are asked not to bring a child who is not feeling well to the program and children who become unwell will be sent home.
- No reporting of AIDS/HIV status of a child or member of staff is required.

The Program Coordinator will ensure the program has access to current information pertaining to infectious diseases provided by the relevant authorities sources.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- Occupational Health and Safety Act 2000

3.5 Immunisation Exclusion

Council is committed to best practice regarding immunisation against infectious diseases.

Procedure:

- Council will encourage parents/guardians to immunise their child/children against all diseases appropriate to the child's age.
- Children who are not immunised must meet the approved exemption requirements outlined in the current edition of the Childcare Services Handbook for the family to be eligible for Child Care Subsidy
- Children who are not immunised will be excluded from care only during outbreaks of some infectious diseases in accordance with exclusion guidelines, Refer to Staying Healthy in Childcare - Preventing infectious diseases in childcare - Fourth Edition for further details. This will happen even if the child is well.
- All staff of SHP will be encouraged to have all childhood immunisations and other immunisations as deemed appropriate (i.e. Hep B, Flu)
- These immunisations will be offered to staff when immunisations are on offer throughout Council.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Occupational Health and Safety Act 2000

3.6 Dealing with Medical Conditions

Any children who have a known medical condition, Anaphylaxis, Asthma, Diabetes or that may require prompt and specialized management to ensure their health, safety and wellbeing will need to provide a current medical management plan and have met with staff to document a risk minimisation plan/ communication plan on the child's first day of attendance at the program.

Risk Minimisation Plan

The Service will ensure the specific triggers are minimised in the following ways:

- Assessment of risks and how risks are minimised, reviewed and documented.
- How the risks will be managed.

The management of risks may include the following if food has been identified as one of the risk factors relating to Asthma/anaphylaxis or any other allergy:

- Safe food handling and preparation preventing cross contamination of the allergens.
- Safe food consumption and serving of food preventing cross contamination of the allergens.
- Safe food practices around children sharing food, keeping at risk children closely supervised by staff during mealtimes and limiting food activities to ingredients that are not on the at-risk list for the child.
- Increased hand washing routines and thorough cleaning of equipment preventing cross contamination of the allergens.

Communication Plan

The communication Plan must include practices and procedures to ensure:

- That all staff members, relief staff, volunteers and parents or guardians of children attending the program are informed about the anaphylaxis, asthma and allergy management plans and the Medical Condition Policy.
- That a parent or guardian of a child diagnosed with a medical condition communicate with the staff at the venue about any changes to the risk minimisation plan and medical management plan.
- That all staff, relief staff, and volunteers are informed about and familiar with the child's risk minimisation plan.

Sources:

- Education and Care Services National Regulations Regulation
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- Occupational Health and Safety Act 2000

3.6.1 Anaphylaxis, Asthma, Diabetes and Allergies

A priority of Council is to ensure the health and safety of children, staff, families and members of the public within the program is of a high standard. Constant communication is the key to minimising the risks associated with any allergy or medical condition and parents are asked to continuously keep staff informed of any changes to their child's conditions.

Procedure

- On each child's enrolment form parent/guardian is asked to inform the service of any allergies, medical conditions or food intolerances their child may have.
- Children with a diagnosed condition must provide a medical management plan, provided by a registered medical practitioner, outlining the nature, reaction identification and first aid details required to treat the condition.
- An anaphylaxis awareness sign will be displayed at venues for families.
- Medical management plans for ongoing medical conditions (e.g. anaphylaxis, asthma or allergies) will be clearly displayed at the SHP venue.
- In the event of an allergic reaction or medical emergency, this action plan will be followed and if symptoms accelerate an ambulance will be called.
- The parent/guardian must ensure they provide all medications outlined in medical management plans; these must be always present at the SHP venue the child is in care.
- Children will not be able to remain at the program if the medication relating to their medical condition is not provided. This includes any tools to administer medication, such as a spacer for asthma medication.
- All medications must be clearly labeled, in the original container and within the expiry date.
- Older students will be encouraged to be responsible for taking their own medication, with supervision and assistance by staff where necessary.
- In severe cases, Anapen and Asthma kits will be kept close to where the child is at all times, such as, on the back of the child's wheelchair or in a "bum bag" attached to a trained staff member.
- Each program will ensure all staff member trained to administer these medications are within legislative requirements.
- Council offers employed staff the opportunity to attend accredited First Aid/Anaphylaxis and Asthma Management training regularly.
- Each venue will complete annual Anaphylaxis risk minimisation/ Communication plan with the parent and a Quarterly checklist at the beginning of each program and when required. The coordinator will discuss the plans with all staff prior to the program.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- Occupational Health and Safety Act 2000

3.7 Head Lice

A priority of Council is to ensure the health and safety of children, staff, families and members of the public within the program is of a high standard. Constant communication is the key to minimising the risks associated with any medical condition and parents are asked to continuously keep staff informed of any changes to their child's conditions.

Procedure

- A notice will be posted at the program when there has been a report of a head lice incident at the program.
- The privacy of all children will be protected.

Sources:

- Staying Healthy in Childcare – Preventing Infectious Diseases in Child Care – Fourth Edition

3.8 First Aid Facilities and Qualifications

Council will ensure that a first aid kit is maintained in effective order on the premises in a position that is inaccessible to children but readily accessible to staff in an emergency.

Procedure:

- A small portable first aid kit must be carried by staff when children are outdoors or on excursion.
- First Aid and CPR qualification will meet the current legislative requirements and staff with first aid will be always on duty at the SHP children are on the premises.
- Instant cold packs are available for treatment of bruises and sprains. They are kept in the first aid kit for use on excursions and when freezers are not available.
- The SHP Program Administration is responsible for maintaining and monitoring the First Aid kit during the program's operation.
- The first aid kit will be maintained and updated after every program by the SHP Team Leader and Council medical supplies contractors, and will meet all legislative requirements.
- The Council medical contractor or the SHP Team Leader will provide all additional first aid supplies required while the program is operating to the service immediately when requested.

Sources

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard Occupational Health and Safety Act 2000
- Merri-bek City Council – First Aid Policy

3.9 Medication

Council will follow the legislative requirements outlined in Education and Care Services National Regulations and Education and Care Services National Law Act 2010 to ensure that medication is administered to children in a safe and responsible manner.

Procedure:

- Staff will only administer medication if the parent/guardian has completed and signed a “Medical Authorisation” form (Appendix 7). Written authorisation will include:
 - A summary of the previous dose(s) given at home
 - The time the dose is to be given.
 - The dosage to be provided.

In the case of over the counter medications the instruction to give medication ‘if needed’ is not sufficient. Parents/Guardians must outline the symptoms that will be present to trigger the requirement for medication.

- Due to the possibility of side effects, whilst in care, children will not be introduced to medication they have not previously been given.
- All medication must be in the original container, bearing the original label with a clear use by date. If medication is out of date, it will not be administered, and the parent/guardian will be notified immediately.
 - All prescribed medication must be prescribed for the child by a doctor and must state on the label the date of the prescription, child’s name, dosage and administration timing.
 - Over the counter medications being authorised for use by the parents must have clear instruction for dosage on the label.
- Over the counter medications (e.g. pain relief such as Panadol or Nurofen or a decongestive such as Dimetapp or Demazin) that are required for longer than 48 hours (any two days within a program) will require written authorisation by a registered medical practitioner.
- All long-term medication must be reviewed regularly by a registered medical practitioner, at a period set by the practitioner, not exceeding 12 months.
- All medication must be handed to a staff member for storage, which will be out of reach of children. Medication will be stored as per instructions on the label e.g. refrigerate if required.
- At administration a staff member will check the “Medical Authorisation” form and confirm the details for dosage on the form match the details for dosage on the medication container.
- A second staff member will verify the correct timing and dosage of the medication.

- After giving the medication, staff will complete the “Medical Authorisation” form, which has date, time, dosage, medication given and names and signatures of the person who administered and person who witnessed the dosage.
- The parent/guardian will be asked to read and sign the form acknowledging the administration of medication when collecting the child from the program.
- Medical management plans for ongoing medical conditions (e.g., anaphylaxis, asthma or allergies) will be clearly displayed at the SHP venue.
- The parent/guardian must ensure they provide all medications outlined in medical management plans; these must be always present at the SHP venue the child is in care. Children will not be able to remain at the program if the medication relating to their medical condition is not provided. This includes any tools to administer medication, such as a spacer for asthma medication.
- Staff will ensure that medical management plans and associated medications are taken on all excursions away from the SHP venue.
- Staff are not trained to administer invasive, complex or injected medications and therefore are unable to undertake this when children are attending the programs. Children requiring these medications can be supported to self-administer as per the process outlined below.
- Authorisation might be refused if:
 - if someone who has not been listed as authorised to authorise administration of medication to a child, asks the service to administer medication to the child.
 - if the service is asked to administer medication to a child that is not in accordance with the requirements of the regulations and this policy and procedure.

Self-Administration

- Students may self-administer medication under the following circumstances:
 - Written authorisation is provided by a person with authority to consent to the administration of medication on the child enrolment form.
 - Medication is to be provided to the staff for safe storage, and they will provide it to the child when required.
 - Self-Administration of medication for children will be fully supervised by staff and recorded in the ‘Medical Authorisation’.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- Occupational Health and Safety Act 2000
- NPS Medicine Wise www.nps.org.au

3.10 Occupational Health and Safety

Council aims to protect the health and safety of children, staff, families and members of the public within the program by keeping informed about the Occupational Health and Safety Act and ensuring appropriate codes of practice are followed.

Council is committed to providing and maintaining a safe and healthy working environment.

Procedure:

- Council will ensure that the appropriate guidelines for the procedures and systems relevant to Occupational Health & Safety issues within the services, are in place; periodically revised; and in accordance with industry guidelines.
- Council will provide information, training and supervision for all SHP employees in the correct use of equipment and materials, used within the venue that are relevant to the SHP.
- Staff will be encouraged to report incidents leading to high stress levels and positive steps will be taken to understand and minimise stress suffered by individual staff members.
- Staff will complete an Occupational Health and Safety checklists at the beginning and end of each day of the programs and report any incidents to the SHP Team Leader.
- Staff will carry out a safety check on all facilities and equipment on the first day of each program and report any recommendations to the Team Leader.
- Staff will record all illness, injuries and incidents of staff and children. Details included will be: date, time, place of incident, injury or condition, brief description of events, adult witnesses, any anticipated treatment or outcome.
- Council will ensure that appropriate workers compensation cover is available to all employees.

3.10.1 Intruder/Personal Threat

- Notify Coordinator/Assistant Coordinator.
- Notify the police '000' and requesting assistance.
- Do not do or say anything to the person to encourage irrational behavior.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.
- Report to Team Leader.
- Report to DETs Security Services Unit (SSU) on (03) 9589 6266.

Sources:

- Moreland City Council – First Aid Policy
- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- Occupational Health and Safety Act 2000

3.11 Emergency Management Plan

Council aims to provide a safe environment for all children and staff. Personal safety and security of all children are of prime importance while in attendance at SHP.

Procedure:

- Emergency procedures are rehearsed a minimum of once per week.
- Fire extinguishers and smoke alarms will be properly installed and maintained. The host venue is responsible for the maintenance of these items.
- Emergency evacuation procedures will be clearly displayed at the program venue and all staff will be aware of these procedures.
- All emergency exits will remain clear and exit signs always displayed clearly.
- Emergency telephone numbers will be clearly displayed or kept near the phone in the SHP venue.
- All visitors and parent/guardians are required to report to the program Coordinator or other staff member on arrival.
- If staff are not comfortable with any visitor/parent/guardian who has entered the program, they can contact the SHP Team Leader or SHP Program Administration Officer. If child/ren or staff safety is at risk, the police will be contacted immediately.
- If a parent/guardian is abusive in any way, the Children's Services Coordinator in conjunction with the SHP Team Leader has the right to refuse the parent/guardian's entry to the program.

3.11.1 On-site evacuation procedure

If it is unsafe for children, staff and any visitors to remain inside the building, the venue will be evacuated. Coordinator and Assistant Coordinator on site will take charge and determines who does what (activate your plan).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate is made, evacuate staff, children and visitors out of the building to the designated assembly point.
- Take the Qikkids Kiosk, the laptop, the staff roster and your Emergency Kit.
- Once at assembly area, check all children, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.
- Ring Team Leader who will activate internal systems of reports.
- If necessary council staff will start phone tree to parents.
- Report to Security Services Unit 9589 6266 and seek advice from your regional office.

3.11.2 Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain inside the building, the venue will be evacuated. Coordinator and Assistant Coordinator on site will take charge and determine who does what (activate your plan).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate is made, determine which off-site assembly point you will evacuate staff, children and visitors to.
- Take the Qikkids Kiosk, the laptop, the staff roster and your Emergency Kit.
- Once at assembly area, check all students, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

3.11.3 Fire / Industrial fire/chemical emissions incident at a nearby location

- Report the outbreak of fire immediately to the Coordinator and Assistant Coordinator.
- Remain calm and activate the fire alarm.
- Phone 000 to notify the fire brigade.
- Extinguish the fire (only if safe to do so).
- If threat exists evacuate the room/s to the assembly points closing all doors and windows.
- Check that all areas have been cleared.
- Check children, staff, visitors are accounted for.
- Report to the Team Leader / Children's Services Coordinator.

Industrial Fire/ chemical emissions

- Call 000 for emergency services and seek and follow any advice from Emergency Services.
- If you can detect smoke or fumes, move all staff, students, visitors and contractors indoors. Close windows and doors and turn off air-conditioning.
- Check staff, students and visitors are accounted for.
- Check staff, students and visitors with respiratory/relevant illnesses or conditions that may make the particularly vulnerable to smoke or fumes. If at any time you determine the situation poses an unacceptable risk to these individuals, consider arranging for their evacuation from the school.
- Report the emergency to the Team Leader..
- Notify your region and seek further advice from your regional Manager, Operations and Emergency Management if required
- Monitor the Vic Emergency website at www.emergency.vic.gov.au, or the Vic Emergency App on your mobile device, for any warnings and advice.
- Contact families and advise them that students are safe and not to come to the school until further notice (or the end of the day).
- Await advice from emergency services or from the Department before resuming normal school activities outdoors.
- Direct all media enquiries to the DET Communications Division (Media Unit) on 8688 7776.
- Follow-up communications with parents as required.

3.11.4 Bushfire/Grass Fire

- Identify which buildings need to be evacuated in the case of a fire. Do not stay in portable/demountable buildings.
- Phone 000 to notify the Fire Brigade.
- If threat exists decide appropriate action e.g. move to shelter-in-place or evacuate the room/s, closing all doors and windows.
- Turn off power and gas.
- Check that all children, staff and visitors are accounted for.
- Listen to local radio or TV on battery-powered sets for bushfire/weather warnings and advice.
- Ensure staff/students do not hinder Emergency Services or put themselves at risk by going near damaged buildings or trees.
- Report to Team Leader or Children's Services Coordinator.
- Contact the region for advice and support, as appropriate.

3.11.5 Severe Weather/Storms and Flooding

- Store or secure loose items external to the building, such as outdoor furniture.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows.
- During a severe storm, remain in the building and keep away from windows. Restrict the use of telephone landlines to emergency calls only.
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred because of the storm.
- Report Team Leader or Children's Services Coordinator.

3.12 Lockdown Procedure

The following lockdown procedures will be used when an external and immediate danger is identified, and it is determined that the Children, staff and visitors should be secure inside the building for their own safety.

- Coordinator/assistant coordinator announce the lockdown and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors.
- Ring 000 Victoria Police and other appropriate emergency service agencies.
- Check that all external doors are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and visitors to enter if locked out.
- Ring Team Leader who will activate internal processes.
- Advise SSU (24hour, 7 days) on 9589 6266.
- Divert parents and returning groups from the school.
- Ensure a telephone line is kept free.
- Keep main entrance for the program as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If possible, have a delegated staff member wait at the main entry to the school to guide Emergency Services personnel.
- Ascertain (as possible) if all students, staff and visitors are accounted for.
- Record some details of actions undertaken and times.
- Await de-activation advice from emergency services personnel (if appropriate).
- De-activate lockdown using predetermined signal.

Actions after lockdown

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown.
- Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
- Ensure any child, staff or visitor with medical or other needs are supported.
- Advise the Security Services Unit that the lockdown is over (Government schools only).
- Follow up with any child, staff or visitor who needs support. Ensure all staff are made aware of Employee Assistance Program contact details.
- Seek support from the Manager, Operations and Emergency Management at the region as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.

3.12.1 Lockout Procedures

The following lockout procedure will be used when an internal immediate danger is identified, and it is determined that children, staff and visitors should be excluded from buildings for their safety.

- Coordinator/Assistant Coordinator announce lockout with instructions about what is required.
Instructions may include nominating staff to:
 - lock doors to prevent entry.
 - check the premises for anyone left inside.
 - obtain Emergency Kit.
- Contact emergency services.
- Go to the designated assembly area.
- Check that students, staff and visitors are all accounted for.
- Ring Team Leader who will activate internal processes.
- Await de-activation advice from emergency services personnel (if appropriate).
- De-activate lockout using predetermined signal.

Actions after lockout

- Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
- Ensure any child, staff or visitors with medical or other needs are supported.
- Advise the SSU that the lockout is over (Government schools only).
- Follow up with any child, staff or visitors who need support. Ensure all personnel are made aware of Employee Assistance Program contact details.
- Seek support from the regions Manager, Operations and Emergency Management as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.3
- Occupational Health and Safety Act 2000

3.13 Accidents

Council aims to provide a safe environment in which children may play, free from harm. In the event of an accident trained staff will apply appropriate First Aid.

Parents/guardians are required to provide written authority (included in the enrolment form) for staff of the program to seek medical attention for their child if required. All children's medical records will be readily available and updated prior to each program or as children's details change.

Procedure: minor accident

When a minor accident occurs at the program, staff who are qualified in First Aid will:

- Assess the injury.
- Attend to the injured child/staff person and apply First Aid.
- Contact the parent/guardian (depending on the nature of the injury). If the parent/guardian is not contacted at the time of the accident, they will be informed about the incident when they arrive to collect the child.
- Check who has come into contact with the injured child's/staff person's blood or body fluids and require these people to wash any contaminated areas in warm soapy water.
- Clean up the spill using disposable gloves if bodily fluids are involved.
- Staff will contact the SHP Team Leader.
- Staff will write full details about the incident and the treatment given on the incident/injury form and ask parent/guardian to read and sign it on arrival of collecting the child to signify that they have been informed.

Procedure: major accident

When a major accident occurs at the program, staff who are qualified in First Aid will:

- Assess the injury and recommend to the Program Coordinator if an ambulance should be called.
- Contact the child's parents/guardians or emergency contact person to advise them of the incident and what medical facility their child has been taken to. Every effort will be made to deal with the situation in a calm and efficient manner.
- Call the SHP Team Leader to request further support.
- If required, the other children will be taken to another location within the service with the remaining staff.
- When the ambulance arrives, the child's medical / contact details will be passed on to the ambulance officer on request.

The SHP Team Leader (if arrived in time) or a SHP staff member will accompany the child in the ambulance and remain with the child until a parent/guardian arrives.

- Body fluid clean up kits will be provided for each venue for any major clean up needs.
- Ensure that any contact with the injured child's blood or body fluids has been appropriately dealt with.
- Council SHP will ensure that additional staff will be called in to maintain staff: child ratios at the programz.

- Staff who saw the accident will complete a full report detailing the incident and the action taken on an accident/illness report form and provide a copy for the parents/guardians.
- It is expected that any costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians.
- Once parents/guardians arrive at the hospital, the SHP Team Leader or SHP staff member will catch a taxi back to the service. (Council will provide a Cab Charge for this trip)
- If staff urgently require advice, or are unsure what to do, they should call 000 first and then must contact the SHP Team Leader immediately.
- Notification of a serious incident report completed and sent to Department of Education within 24 hours of incident.

Sources:

- Education and Care Services National Regulations Regulation
- Education and Care Services National Law Act 2010
- National Quality Standard 2.1
- www.acecqa.gov.au
- Occupational Health and Safety Act 2000

3.14 Safe Travel and Transportation of Children

Children have the right to be safe while traveling in transport provided by the program. Maximum safety precautions will be maintained, and parent/guardian permission will be obtained before a child travel on any type of transport.

Procedure:

- Written consent will be received for each child who will be traveling on the transport selected. This consent is located within the enrolment form.
- Risk minimisation strategies will be implemented reducing the risk of harm or hazard to children and Educators.
- When transporting children Educators will never leave children unattended or attended by unauthorised person at any time.
- Educator will do constant head checks to ensure all children are always accounted for.
- Educators will ensure records are made confirming a completed check of the inside of a vehicle at the service and after all children have disembarked.
- Educators understand the procedure to be followed if a child is missing or cannot be accounted for during the child's travel.
- Parents will be notified of excursion days within the program plan of the brochure.
- Only transport providers with insurance cover will be utilised.
- Vehicles will carry only the number of passengers they are licensed to carry.
- Council will ensure that any transport utilised is accessible to all children, including those with additional needs.
- Council will endeavor to use buses with seatbelts. If seatbelts are not supplied parents / guardians will be notified.
- Staff will speak to all children about safety and remaining in their seats while traveling by bus.
- Staff will always carry a mobile phone during transportation.
- Staff will carry a copy of the daily attendance list and the first aid kit.
- Private vehicles will not be used for the transportation of children.
- All children must travel to excursions by bus – children are not to be dropped off or picked up at activity venues by parent/guardian.

Missing child or children

- If a child or children appear to be missing during the child's travel the coordinator must immediately thoroughly check all areas of the premises, both inside and outside to find the child/ren.
- A child will be deemed "missing" if they are not at the designated pickup point/time at the excursion venue.
- If the child is not found or is missing, the coordinator must immediately contact the School Holiday Program Team Leader.
- The coordinator will contact the parents and then call the Police if the child is not located within 10 minutes of the initial report. Council Staff and the Educators will cooperate with the Police as directed and provide support to the family.
- The Children's Services Coordinator will notify the Children's Services Unit Manager immediately. Council's policies will be followed to report and manage the situation.
- The incident must be recorded by the educators and the Coordinator, and then retained on the child's file.
- The Children Services Coordinator will report the incident to the Department of Education as a Serious Incident within **24 hours**.

Sources:

- VicRoads <http://www.roadrules.vicroads.vic.gov.au5rulerestraints>
- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Occupational Health and Safety Act 2000

3.15 Transport Accidents and Breakdowns

Council will ensure that procedures are in place to ensure the safety of children and staff should the transport selected break down or have an accident.

Procedure:

- Staff will move all children to the nearest safe area.
- Staff will notify the SHP Team Leader of the incident.
- Staff will respond to all accidents and injuries in accordance with Accidents Policy
- The SHP Team Leader will arrange alternate transport with the transport provider.
- The SHP Team Leader will contact all excursion venues affected by the incident.
- Parents/guardians will be notified by a sign at the program venue if the excursion is running late and provide a phone number for families to call.
- If any injuries occur due to an accident, the parent/guardian will be notified immediately, and the SHP Team Leader will make arrangements to meet with the family.

Sources:

- VicRoads <http://www.roadrules.vicroads.vic.gov.au5rulerestraints>
- Occupational Health and Safety Act 2000

3.16 Sun Smart

Council has a responsibility to keep the children and staff safe and protected at all times. This is especially important when children and staff are outside and need to be protected from the sun's harmful ultraviolet rays.

The program will ensure that all children and staff attending the program are aware of procedures they can take to prevent skin damage caused by the harmful ultraviolet rays of the sun.

Council supports a Sun Smart Policy, which means, from the First day of September to the last day of April.

For Children:

No hat = no outdoor play

No hat = no excursion

No sunscreen = no outdoor play.

For Staff

No hat = No work

Procedure:

- Council will supply 50+ sunscreen at the program.
- The brand of sunscreen being offered will be on display at the program.
- Children and staff will be encouraged to arrive at the program with 50+ sunscreen already applied.
- Staff and children will reapply sunscreen throughout the day and 20 minutes before going outdoors.
- Parents/guardians must supply a wide brimmed hat for their child from the start of September to the end of April.
- Children will be encouraged and supervised to reapply sunscreen themselves every 2 hours whenever they are outdoors.
- If a child is allergic to the product that is supplied, then it is the parent's/guardian's responsibility to provide the sunscreen appropriate for their child.
- Staff will also be positive role models and apply sunscreen to themselves and wear a hat when outdoors.
- Outdoor activities will be organised in the shade whenever possible.
- Staff will ensure that the sun smart policy is reflected in the planning of all outdoor activities.
- Displays and educational material about sun protection will be provided to parents, staff and children throughout the year.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.3
- Occupational Health and Safety Act 2000
- The Cancer Council Victoria <http://CancerVic.org.au>
- SunSmart Victoria <http://www.sunsmart.com.au/>

3.17 Smoke Free Environment

Council has a smoke free environment.

Procedure:

- All indoor and outdoor play areas utilised by the program, and anywhere that is within sight of the children, is a smoke free environment.
- Smoking is not permitted under any circumstances in front of children or families, nor on school property.

Sources:

- Merri-bek City Council – Smoke Free Workplace Policy, July 2021
- Merri-bek City Council – Occupational Health and Safety Policy, September 2020

3.18 Nutrition Policy

Council aims to promote healthy eating habits during SHPs and respect, support any special dietary requirements of individual children. Any food prepared during cooking activities shall reflect the cultural diversity of the community.

Procedure:

- Wherever possible, staff will use recipes from the Heart Foundation's Eat Smart / Play Smart Handbook in planned cooking experiences.
- The staff will encourage children to make healthy choices about food selection by providing a range of information that fit into a well-balanced and nutritional diet.
- Parents/guardians will be consulted and asked to share family and multicultural values and experiences to enrich the variety and enjoyment of food planned to meet each child's nutritional needs.
- Staff and parents/guardians are to consult with each other regarding individual children's nutritional needs.
- Where children are on special diets the parents/guardians will be asked to provide a list of suitable foods and their child's food preferences.
- The denial of food will never be used as a form of punishment.
- Children will never be forced to eat food, but staff will encourage children to keep hydrated and eat their lunch.
- Children are not permitted to bring soft drinks (such as coke) or excessive amounts of unhealthy food /snacks (Junk foods), such as large packets of chips or lollies.
- If a child is found to have only been provided with unhealthy type foods for their snacks and lunches, parents will be contacted and asked to bring in a more suitable meal (Sandwich and fruits).
- When children are involved in planned cooking experiences, they will learn how to store, prepare and serve food hygienically as part of these activities.
- Information on nutrition, food handling and storage will be available to parents/guardians at the program.
- Parents/Guardians will be asked to provide all meals required for the day for their child/ren.
- If a child/ren arrives without lunch the parent/guardian will be called and asked to bring a packed lunch to the program for their child/ren.
- Parents/Guardians will be encouraged to provide suitable storage for their child/rens food such as a thermal lunchbox to keep food cool or to supply foods that do not require refrigeration.
- Staff will be encouraged to role model healthy food choices.
- Staff will encourage families to make healthy food choices for their children by offering nutritional information.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.2
- www.heartfoundation.com.au
- [Nutrition Australia http://www.nutritionaustralia.org](http://www.nutritionaustralia.org)

3. 19 Food Handling

Procedure:

- Staff will not be permitted to heat or reheat children's lunches that are bought from home.

3.20 Water Safety

Council has a responsibility to keep the children safe and always protected. This is especially important in relation to the Health and Safety of children, in particular, water safety, including safety during water-based activities.

Council will ensure that safe drinking water is always available to the children.

Procedure:

- Staff will ensure that children have access to drinking water whilst on excursions.
- Families will be encouraged to bring a suitable drink bottle that can be refilled with water each day their child/ren attend the program.
- Staff will encourage children to rehydrate after exercise and regularly on hot days.
- If a venue's water facility is unavailable for a short period of time due to plumbing works arranged by the host venue, staff will ensure fresh water is purchased and available to children and staff.
- Staff will ensure that hot water including drinks are only in the staff rooms of each venue.
- If water activities are a part of daily program staff are to ensure that once the activity is finished, containers are emptied and put away.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 2.2

3.21 Drug and Alcohol

Procedure

- Staff, parents / guardians and visitors will not consume or be under the influence of alcohol or illegal drugs whilst SHP children are in their care.
 - All staff, parents / guardians or visitors affected by drugs or alcohol will NOT supervise nor remain in the presence of children attending the SHP.
 - The SHP Team Leader should be contacted **immediately** to make alternative arrangements for care of the children if any, staff member or visitor is affected by prescription drugs.
 - In situations where an Educator and/or the coordinator feel that a child's care and wellbeing may be at risk, Educators may intervene and not allow a child to leave the Service if the parent / any other authorised nominee who comes to collect the child is intoxicated or does not appear to be fit to take care of the child.
 - In this case this person will be asked to stay at the Service and wait for another authorised person to collect the child and the police will be contacted immediately.
1. Report the situation **immediately** to the SHP Team Leader.
 2. If the parent becomes aggressive remove all staff and children to the emergency evacuation area and report the situation **immediately** to the police.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Merri-bek City Council – Occupational Health and Safety Policy

3.22 Animals

If any animal is kept at the SHP venue, it will be maintained in a clean and healthy condition.

There will be no animal, bird or livestock present in the program area that is likely to be a source of infection or which in any way may be detrimental to the wellbeing of the children or staff.

Procedure:

- All families, staff and children will be notified if a planned activity will involve animals and the type of animals that will be present.
- Staff will remove the children to a safe area if a stray animal enters the SHP premises.
- If the stray animal does not leave the SHP premises for a substantial amount of time the program Coordinator will contact the Council Local Laws Department.
- Parents / guardians will not be permitted to enter the venue with any pets or animals when dropping off or collecting their child/ren unless, this animal is an assistant aid e.g. guide dog, assistant dog.

4. STAFFING PROCEDURES POLICY

4.1 Recruitment

The SHP staff will be employed in accordance with legislative requirements outlined in the Education and Care Services National Regulations, Education and Care National Law Act 2010 and Council policies.

Procedure:

- A comprehensive recruitment process will be undertaken to ensure that the most appropriate people are employed within the program.
- The SHP Team Leader and other relevant Council staff will interview applicants who meet the specified selection criteria.
- Staff references will be checked.
- Staff will be employed on a three-month trial period.
- All staff will undergo an annual staff appraisal with their program Coordinator.
- Prospective staff will have a valid Police Check on employment.
- Prospective staff must supply the SHP Team Leader with a current copy of their working with children check (WWCC) or Victorian Institute of Teaching Registration (VIT)
- Prospective staff must sign a medical declaration form
- All new staff will be required to attend an induction session before beginning work on the program.
- All staff must complete the Moreland City Council (MCC) Child Safe e-module in Litmos and Child protection training prior to commencement.
- All successfully interviewed staff details will be forwarded to Council's Human Resources Department for processing.
- Human Resources will send all applicants a letter of appointment to be signed and returned by the applicant before employment will be confirmed. An employment pack will be given to staff to complete that includes:
 - Emergency contact details
 - Tax declaration
 - Position Description to be signed
 - Banking Details

All new employees will be sent a copy of the "Code of Conduct" and Council's Corporate Policies to be read and an acknowledgement document, stating they have read them, to be signed before commencing employment.

- Human Resources will pass on all information to the payroll unit for the staff to be set up on the casual staff pool.
- Because of the nature of the work, staff who would like their own child/ren to attend the SHP will need to nominate a different venue to work from.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Merri-bek City Council Induction Process
- Australian Government Department of Education <https://www.education.gov.au/child-care-providers>

4.2 Child: Staff Ratios

Council will ensure staff to child ratios are in accordance with legislative requirements outlined in the Education and Care Services National Regulations, Education and Care National Law Act 2010 and Council policies. Council believes that an appropriate staff to child ratio is an important factor in ensuring appropriate supervision and positive staff-child interactions.

Procedure:

- There shall be a maximum of 15 children to one staff member.
- There shall be a maximum of 10 children to one Educator for excursions.
- A minimum of 2 staff will be on duty at all times.
- In setting staff ratios, the SHP Team Leader will consider the activities undertaken, ages and abilities of the children and any additional needs that the children may have.
- The SHP Team Leader will also ensure that one staff member trained in First Aid is always rostered on.
- SHP will never accept children above the approved funded places without permission from the relevant funding bodies.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 4.2

4.3 Staff Qualifications/Training

Council acknowledges that professional staff equates with quality programs, and that parents/guardians need to feel comfortable in the staff supervising their children.

Council will ensure program staff are offered opportunities for appropriate training to provide a quality service. Staff will be suitably qualified and/or experienced and meet the requirements as set out in their position description and will ensure all staff meet the legislative requirements within the current Education and Care Services National Regulations and Education and Care Services National Law Act 2010.

Council will ensure staff keep up to date with all regulatory State and Commonwealth changes and practices and adhere to all new practices and implement when required.

Procedure:

- Program Coordinators and Assistants will be qualified within the qualifications set out in the Education and Care Services National Regulations and Education and Care Services National Law Act 2010 and have demonstrated experience in Outside School Hours Care setting.
- Staff on duty will have a current Level 2 first aid certificate within in the required timelines set out by any current legislation.
- Staff on duty will have a current accredited anaphylaxis Management certificate in the required timelines set out by current legislation.
- Council will allocate an amount of finance in the annual budget for relevant and approved training.
- Staff will seek approval from the SHP Team Leader to participate in first aid training.
- Professional Development opportunities will be offered to staff twice yearly.
- Child Safe Standards e-module is completed by all existing and new SHP staff.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 4.2

4.4 Working with Children Check

The personal safety and wellbeing of all children placed within the SHP is our first consideration and primary goal.

All prospective staff, students and volunteers as part of the selection process will be asked to undergo a Working with Children Clearance (WWCC) using the below procedure. All prospective SHP Staff, students and volunteers will apply for a WWCC/ VIT card prior to commencement of employment. All information obtained during any Criminal Records check is treated with the strictest confidentiality in accordance with Council policies and the Commonwealth and State Privacy Acts.

Procedure:

- WWCC will be processed in accordance with Department of Justice guidelines.
- The SHP Team Leader is responsible for ensuring the WWCC/ VIT cards are sighted prior to staff being employed.
- Photocopies of WWCC/ VIT will be maintained on file for reference purposes in line with legislative requirements.
- If a staff member has a current registration with the Victorian Institute of Teaching (VIT) they will not be required to have a WWCC.
- WWCC on existing staff will be renewed 5-year intervals as part of the staff review process or earlier where a notification is made.
- The applicant is responsible for payment of the application fee.
- A prospective or current staff member who may be denied a position because of his/her WWCC will be given the opportunity to discuss their options in a personal interview with a Council representative.
- The SHP Team Leader is responsible to ensure the ongoing validity of the WWCC of all persons associated with the scheme who require a check by law. This may be done online and without notice to the holder of the card.
- If a staff member has a current registration with the Victorian Institute of Teaching (VIT) they will not be required to have a WWCC.
- All the above procedures also apply to the VIT registration, as applicable.
- VIT registrations must be updated annually and updated copies must be supplied to the SHP Team Leader.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 4.2

4.5 Staff Interaction with Children

Council will maintain a safe environment by providing children with positive guidance and direction towards acceptable behaviour.

Procedure:

- Staff will actively participate in program activities with the children.
- Staff will actively encourage all children to feel safe and secure and that the dignity and rights of all children are always maintained.
- Staff will engage in positive and fun play and recreation activities with all children with the child's wellbeing, interests and development a priority.
- Staff will create a responsive and inclusive atmosphere and relate to all children in a warm and friendly manner.
- Staff will meet with all children each morning to discuss the days planned activities.
- Staff will develop program rules and guidelines in conjunction with the children and discuss these guidelines and expectations on a daily basis.
- Staff will provide opportunities for all children willing to offer feedback, ideas and suggestions.
- The staff will seek children's input when planning the program activities before each school holiday program.
- The Children's Handbook will be available to all children who attend the program.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- My Time, Our Place – Framework for School Age Children
- *Belonging, Being and Becoming*
- Victorian Early Years Learning and Development Framework

4.6 Staff Participation Policy and Appropriate Workplace Behaviour

Council encourages all staff to participate in the preparation, outcomes and procedures of the SHP and encourage staff comments and suggestions for the continuing improvement of the programs.

All employees are expected to conduct themselves in a professional and ethical manner in accordance with Council's values and behaviour at all times and in a way which will not bring disrepute to Council or themselves.

Procedure:

- Staff can raise comments and suggestions about the program at an appropriate time with their Program Coordinator or the SHP Team Leader.
- Staff will be offered an annual survey to provide their feedback.
- Staff are encouraged to write, e-mail or phone the SHP Team Leader with any concerns, suggestions, or feedback they may have.
- Staff will be encouraged to participate in all procedure, policy and program development.
- Staff are encouraged to attend all staff meetings to plan, prepare and evaluate each program.
- Staff will be encouraged to participate in all aspects of the National Quality Framework.
- Training and literature will be offered to all staff encouraging Teamwork and conflict resolution skills to assist in dealing with difficult situations.
- All staff will be expected to work in line with Council's Appropriate Workplace Behaviour policy and the Code of Conduct.
- It is expected when dealing with citizens, fellow employees, or people from other organizations, that Council employees will:
 - work within the boundaries of the law, and Council's policies and procedures
 - be courteous.
 - be respectful.
 - be patient.
 - be helpful.

Source:

- Merri-bek City Council Policy and Procedures, Employee Code of Conduct booklet

4.7 The Responsible Person

Council will ensure that all staff employed will contribute to a service that offers a physical, emotional and secure environment to the children in care.

Procedure:

■

■ In accordance with the legislative requirements, Council will employ only fit and proper persons for the School Holiday Program (SHP). Educators will be employed if they are successfully assessed to:

- Meet the requirements set out in the job description and selection criteria.
- Be of good character and able to be entrusted with the care of primary school aged children.
- Provide an adequate standard of childcare in the SHP environment.
- Have obtained a successful Police Check.
- Have obtained a successful WWCC or VIT registration.
- Have obtained successful reference checks.
- Attend an appropriate induction process offered by Merri-bek Council.
- Educators working on the Holiday Program will not be affected by drug or alcohol substances while caring for the children.
- Educators will be offered regular training to ensure their skills and knowledge are up to date.
- The Merri-bek City Council Employee Code of Conduct prescribes the behaviours expected by all educators. All School Holiday Program staff must adhere to the Code of Conduct.
- School Holiday Program Educators have adopted the Early Childhood Australia (ECA) code of ethics to describe the way we aspire to work with children, families and colleagues, and within the childcare profession.

4.7.1 Determining the Responsible Person Present at the Service

As the approved provider Moreland City Council (Council) will assign the Nominated Supervisor (NS) and Responsible Persons (RP) for School Holiday Program. Council will ensure a responsible person is available during the operation of the program.

Merri-bek Council Primary School Holiday Programs will have a Responsible Person who will be designated by the Nominated Supervisor and they will manage the day-to-day operations of the Service.

The Responsible Person's name will be on display and kept on site. The Responsible Person will ensure that the Service adheres to National Education and Care Regulations and Law in the absence of the Nominated Supervisor. The Responsible Person must be confident that the duty of care to children is maintained throughout the Service operating hours. The Responsible person will work with the School Holiday Team Leader to ensure the Service adheres to the Law and Regulations and Moreland Council Policies and Procedures.

Procedure:

- The Responsible Person's name will be on display on site.
- The NS and RP will complete national criminal history checks on commencement and always have a current working with children clearance (WWCC). The currency of WWCC will be checked annually.
- The NS will submit written consent to be the nominated supervisor to the Regulatory Authority.
- The NS and RP will complete the relevant staff records and ensure this is updated if there are any changes to their circumstances.
- The Approved Provider will ensure the Regulatory Authority is notified of any changes in relation to the NS.
- The Responsible person for each site will be the Coordinator/Assistant Coordinator and will be supported by the Nominated Supervisor 'Team Leader' in all operational aspects of the service.
- The Team Leader will work with all Educators to ensure that all prescribed information is displayed at the service.
- The Responsible Person will work with the Team Leader and Educators to support the program delivery and management of the day-to-day operations of the Service.
- The Nominated Supervisor will work with Authorised Officers should there be any queries, questions or issues regarding the Service, the Program and the duty of care to children or any other factors.

Sources:

- Education and Care Services National Regulations
- Education and Care Services National Law Act
- National Quality Standard
- ACECQA

4.8 Staff Grievance Procedures

Council aims to foster positive relations between all staff and management. Every staff member has the right to a harmonious and responsive working environment. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day-to-day wellbeing of the program in a fair, prompt and positive manner.

Procedure:

- Procedures for staff to pursue a grievance regarding their employment will follow Council Policies. Information about these procedures will be made available to all staff with their employment agreement.
- Staff will be encouraged to discuss their concern with the person directly, where appropriate.
- The staff member will also discuss the grievance with the Program Coordinator. If they do not feel their concern has been dealt with or resolved, they can contact the SHP Team Leader either over the phone, in writing or by arranging a meeting.
- The SHP Team Leader will ask the staff member to document their grievance.
- The SHP Team Leader will assess the grievance and look at appropriate solutions.
- If the staff member is not happy with the outcome they can advise the SHP Team Leader that they will follow up the matter with the Children's Services Coordinator.
- If the staff member is not happy with this outcome they can advise the SHP Team Leader that they will follow up the matter with the Children's Services Manager.
- If the staff member is not happy with this outcome they can document and send a letter to Council's Human Resources Manager to reassess the situation.
- If the grievance cannot be resolved, then an outside mediator will be used.
- If the staff member has a grievance with the program Coordinator and feel that it is inappropriate to speak with this person they are to contact the Team Leader directly.
- All conversations and meetings will be documented.
- Training and literature will be offered to all staff encouraging Teamwork, conflict resolution to assist with dealing in difficult situations.
- All staff will be expected to work in line with Council's Appropriate Workplace Behaviour policy, The Moreland values and the Code of Conduct.

Source:

- Merri-bek City Council Policy and Procedures, Employee Code of Conduct

4.9 Participation of Volunteers and Students

Council will utilise volunteers/students within the SHP if they are undertaking a relevant field of study or requiring work experience.

Procedure:

- All people engaged in child-related work, including volunteers/students, are required to provide evidence of a Working with Children Clearance and Criminal History Check which was issued 6 months or less prior to them commencing their placement.
- All volunteers and students will complete a Volunteer or Student Record.
- Induction of volunteers and students will require adherence to all relevant legislation, Council policies and procedures, the council Employee Code of Conduct and occupational health and safety requirements and the child safe policy and procedures.
- A work schedule will be developed on commencement. This will be done with the student or volunteer and the SHP Team Leader. The work schedule will consider the specific goals of the volunteer or student and be in line with their relevant field of study or interest. It will also take into consideration their experience, skills and capabilities.
- The SHP Team Leader can terminate a student or volunteer placement if the student or volunteer has breached any relevant legislative requirements or Council policies and procedures, including the Employee Code of Conduct.
- All volunteers and students have an obligation to report suspected cases of child abuse in accordance with Council Policies, Procedures and Guidelines.
- Volunteers/students will not be included in the child: staff ratios for program-based activities.
- Volunteers/students are to be always supervised with children and will not be left alone with the children.
- Volunteers/students are required to have their own professional and personal liability insurance cover or be covered through their educational institute.
- All information, correspondence between volunteers/students and Council shall be kept confidential.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard
- Child Safe Standards
- Merri-bek City Council policies
- ACECQA

4.10 Staff Rosters

Rosters will be implemented to ensure staff to child ratios and staff qualifications are in accordance with legislative requirements outlined in the Education and Care Services National Regulations, Education and Care National Law Act 2010 and National Quality Framework.

Procedure:

- Staff will send in their availability to the SHP Team Leader by the date requested on the availability form.
- Rosters will be developed according to staff availability, number of children attending on the day and staff qualifications.
- Staff will not be allocated work at the same venue where their child/ren attends.
- Staff will be required to sign in at the beginning of each shift, record times of lunch breaks and sign out at the end of each shift.
- Staff taking lunch breaks will be covered by an additional relief staff member.
- There will be a minimum of 1 educator to 15 children always rostered on.
- There will be a minimum of two staff always rostered on.
- If a staff member is absent due to illness or any other reason, they must notify the SHP by phoning the venues mobile number no later than an hour before they are due to begin their shift to allow enough time for a replacement staff member to be arranged.
- If the staff member is calling in absent before 8.00am they must contact the SHP Team Leader no later than an hour before they are due to begin their shift to allow enough time for a replacement staff member to be arranged.
- All staff will be given all relevant contact numbers for programs and team leader prior to their first shift.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- SHP Educator Information Handbook

4.11 Exception Time Sheets

- Educators will enter their worked hours as per their roster into the payroll system fortnightly.
- The SHP Team Leader will approve all hours worked according to rosters.
- The payroll department will ensure that staff are paid accordingly.
- Any additional shifts or hours that are worked and not entered into My Pay before the end of the pay run will be processed in the next pay fortnight.
- All staff must sign in at each at meeting they attend for their pay for the meeting to be processed.

Source

- SHP Educator Information Handbook

4.12 Mobile Phones – Conditions of use policy

Mobile phones are not issued as normal entitlement but are allocated to specific employees to meet various business needs such as, emergency response and for accessibility when off-site.

Procedure:

- Staff must always have their work mobile phones charged and turned-on during program operation times.
- Staff must check for and respond to any voicemail messages left on the mobile phone daily.
- Mobile phones must not be left in vehicles while staff are away from the vehicle.
- Mobile phones should not be used for private purpose unless part of an individual Council employment agreement.
- If a mobile phone is lost, you must contact the network carrier immediately to request a temporary bar on outgoing calls from the lost mobile then contact your SHP Team Leader.
- SHP Team leader will contact Council's IT help desk to report any loss or damage to mobile phones.
- Council's IT Unit is responsible for the purchase and repair of mobile phones and accessories.
- All staff will abide by and follow the CEO Authorized policy for staff mobile telephones.
- Staff may at times be required to use their own phone on excursions.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- SHP Educator Information Handbook

4.13 Supervision of Children

The program environment should feel safe for the staff, children and parents. The safety of all children is of utmost importance. Staff will aim to ensure that the children are always safe. They will do this by, working together as a team, supervising the children effectively, knowing what is always happening and following the policies and guidelines of the program. This reduces the opportunities for accidents to happen.

Procedure:

- Staff will ensure all areas of the venue used by the SHP are always supervised.
- Staff will conduct safety inspections of all indoor and outdoor program spaces prior to use.
- Staff will ensure the areas used in the program are free of dangerous/hazardous objects and provide a safe and friendly environment.
- Staff will guide and supervise activities and implement daily routines.
- Staff ratios will be followed.
- Educators will discuss expectations and boundaries with children.
- Program Coordinators will discuss expectations and boundaries with educators.
- Children will be encouraged to use age-appropriate equipment.
- Flexible indoor/outdoor programs will be offered to children throughout the day where possible.
- Educators are advised of their expectation in supervising children and Council will ensure staff are given regular resources and professional development to assist them.

Source:

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010

4.14 Supervision of Children using the bathroom

At the commencement of each program or a child's first day, staff will inform the children of the toileting procedures to encourage appropriate hygiene and safety routines while maintaining adequate supervision by staff.

Procedure:

- Children will be requested to approach a staff member when they need to use the bathroom.
- Staff will ask other children within the vicinity if anyone else requires the bathroom.
- Staff encourage children to go to the bathroom in pairs if a partner is not available a staff member will take the child to the toilet and wait outside.
- Should a staff member be required to assist a child the staff member will ensure another staff member supervises those children not requiring the bathroom.
- Staff will monitor the number of children entering and leaving the bathroom to ensure children are:
 - Using the bathroom appropriately.
 - Washing and drying their hands before leaving the bathroom.
- Two staff members will assist children who require assistance with toileting.
- Children will always be accompanied to the bathroom on an excursion.

5. SERVICE AND PROGRAM PROCEDURES

5.1 Signing Children into the program

SHP staff will ensure that an authorized person signs all children in and out of the program each day.

Procedure:

- All programs will have access to QK enrolment that includes all children expected to attend each day.
- All children attending the program must have submitted an enrolment form via QK enroll and been approved a place for the day.
- An authorized person specified by the parents/guardians on the enrolment form must sign the child in when they arrive at the service.
- This authorized person must make themselves known to a staff member before leaving the premises.
- If parent/guardian arrives and their child is not listed on the QK enroll system the staff will:
 - Contact the SHP Program Administration Officer by phone immediately.
 - The SHP Program Officer will check for a booking and if a booking is confirmed, the child will be then signed in.
 - If a booking is not confirmed the parent/guardian will need to take the child home and arrange bookings with the SHP Program Administration Officers.
- If the parents/guardians have already left the premises and do not have a confirmed booking, the parents/guardians will be contacted and asked to collect their child immediately.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010

5.2 Collection of Children

Council will strive to meet the needs of families and children in the community and ensure the safe release from the program at the time of collection.

Procedure:

- SHP operates Monday to Friday during school holidays from 8.00am to 6.00pm
- All children must be signed in and out by the authorised person/s only.
- Staff will only release children to authorised person/s listed on the enrolment form unless parents/guardians have provided prior written documentation outlining the name of the person, their relationship with the child, the time the child will be picked up and this document must be signed by the parents/guardians (Authorised person/s must be 18 years or over).
- If the person collecting the child is unknown to the staff, the staff may request that photo identification be shown.
- Responsibility for the children begins when the child enters the premises and is signed in by the authorised person.
- Responsibility ends when the authorised person signs the child out.
- No child will be permitted to leave the venue alone.
- The authorised person must present himself or herself to a staff member before leaving the premises with the child.
- If an unauthorised person comes to collect the child/ren staff will immediately call the parents/guardians listed on the enrolment form to seek guidance.
- If the person is not to collect the child and becomes aggressive the staff will call the police immediately and then contact the custodial parents/guardians listed on the enrolment form and the SHP Team Leader.
- Staff will not place themselves or other children in danger.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010

5.3 Child/Children leaving the Program without Permission

SHP staff have a responsibility for all children who are booked into the program and will therefore ensure that children are always supervised.

Procedure:

- No child can leave the program without a parents/guardian, a staff member or an approved person stated on the enrolment form.
- In some instances, children can become upset and run away or leave the program.
- Once a child has left the program, a staff member will follow the child and encourage them to return to the program.
- All staff members back at the program will ensure the rest of the children are in a safe environment and participating in non-risk activities, i.e. all children inside.
- If the staff member and child have not arrived back in 10 minutes the parents/guardians of the child will be called to come and help assist with the situation.
- At this point the SHP Team Leader will be contacted and made aware of the situation.
- The staff member will continue to monitor the child until they believe the child has arrived at a safe environment before returning to the program. A safe environment may include home, a relative's home or friends (the person must be authorized and happy to look after the child).
- All staff will complete an incident report highlighting all measures taken to ensure the safety of the child and what occurred.
- A child leaving the program more than once may lead to exclusion from the program, this decision will be made through discussion with the program Coordinator, parent/guardian and the SHP Team Leader.
- Head counts will be conducted on a regular basis throughout the day.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

5.4 Late pick up of children

Council will strive to meet the needs of families and children in the community and ensure the safe release from the program at the time of collection.

Procedure:

- Parents/guardians are required to notify the service immediately if they are going to be late collecting their child.
- After 6.00pm, families will be charged \$10.00 per 15 minutes or part thereof.
- Parents/guardians who will be more than 30 minutes late are required to make alternate arrangements for the collection of their child.
- If, after 15 minutes, the parent/guardian has not made contact with the service, and the staff cannot contact them with the information provided on the enrolment form, staff will contact the emergency contact person to arrange collection of the child.
- If, after 30 minutes, no contact has been made with the parent/guardian or emergency contact person, the SHP Team Leader will be contacted and will attend the program.
- If no contact has been made after 60 minutes the police will be contacted.
- If no contact has been made after 4 hours, the State Government Child Protection Unit will be contacted.
- Two staff will always remain with the child at the program until the child has been picked up.

5.5 Children/Individuals at the Program Venue

If children / individuals are at the venue premises and not booked into the SHP, staff will strive to ensure that children who are booked in are always in a safe environment.

Procedure:

- Children at the program must only play with children from the SHP.
- All individuals, be it children, adults and/or teenagers must be moved on from where the program is being run.
- If there are any problems in this area, the SHP Team Leader and the police will be contacted immediately.
- The SHP children will be moved into a safe area and activate their emergency procedure until the people are removed from the premises.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard

5.5.1 Visitors on Site

The School Holiday Program at Moreland Council is committed to protecting children from physical, sexual, emotional abuse and neglect. These requirements are to ensure the safety of all children in care.

Procedure:

- Any individual visiting the program is required to follow our procedures before being allowed to enter any of the licensed service.
- Staff must sight the visitor's photo ID and/or Working with Children Card.
- Visitors must sign in/out the visitor's record on site which is located at the entrance to the service.
- Staff will notify the Team Leader to follow up visit.
- Should an individual choose not to follow the Holiday Program process or unable to produce photo ID they will be asked to leave the licensed service.
- In the case that the individual becomes aggressive towards the staff and children are at risk Emergency Services will be contacted immediately by the coordinator. The Team Leader must be notified immediately.

5.6 Court Orders (IVO)

Where a child attending SHP is not living with both parents/guardians, Council will abide by any existing Court Orders.

Procedure:

- Parental responsibility remains with both parents/guardians jointly and individually except where it is altered by an order of the Family Court of Australia.
- In the absence of such an Order, the child will be released to either parent/guardian who is the authorized person listed on the enrolment form to collect the child.
- Where a non-enrolling parent/guardian cites an Order of the Family Court giving him/herself lawful access to the child, the Order needs to be produced for inspection by SHP staff.
- If a Court Order exists staff must ensure that the child only leaves the program with the parent/guardian who has custody as stated in the Court Order or the person who is the authorized on the booking form to collect the child.
- Copies of Court Orders will be requested with each enrolment and given to the Program Coordinator of the venue that child will be attending.
- After each program the Court Order will be filed at Council, and only accessible to staff involved in the SHP.
- If any parent/guardian related to a Court Order enters the premises against the details stipulated in the Court Order the police will be contacted immediately.
- Once police have been contacted, the custodial parent/guardian will also be contacted.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010

5.7 Inclusion

Council is committed to the care of all children and believes in the rights of all children to participate in the School Holiday Program. In keeping with its commitment to the rights of the child, Council is committed to providing a program that is truly inclusive of all children.

Procedure:

Where it is recognised that children require additional support, the SHP Team Leader and staff will seek support through the Inclusion Agency (IA).

For a child with a new referral:

- The Team Leader will contact the family to discuss the child's needs and the consent to share information forms will be sent to the families before a referral is passed onto the Inclusion Professional (IP).
- When we receive the parent/guardian consent forms, a referral outlining the required assistance and funding (Inclusion Development Funding-IDF) to engage an additional worker will be submitted to the Inclusion Agency (IA).
- Team Leader will meet with the IP to develop the Service Inclusion Plan (SIP).
- Once funding has been approved and resources arranged, bookings will be confirmed.
- A child who is new to the service is recommended to start with maximum of one to two days per week to assess the level of support required at the program.

For a child with ongoing funding:

- Bookings need to be submitted no later than the closing date on the brochure to allow adequate time for resourcing, funding and staffing arrangements.
- SHP staff will consult with the parent/guardian of children who have made a booking prior to the program beginning to ensure that the needs of the child are being met.
- Families will provide the service with medical documentation on an annual basis to support the funding agreement submission to the Inclusion Agency (IA).
- Each program venue will have an appointed staff member who will work closely with the IPs, families and other staff to promote inclusive practices and to develop a Service Inclusion Plan (SIP).
- SHP staff will share responsibility for the care of all children attending the program.
- Where additional resources are required for the inclusion of children with high support needs e.g. hoist, electric change tables, medical procedures, the SHP Team Leader will correspond with the family and supporting agencies to ensure these resources are available. Provided that trained staff are available and willing to perform the required tasks before the child attends the program.
- The service may limit the number of booked days for children with additional to ensure adequate resourcing, funding and staffing arrangements.

5.8 Cultural Diversity

The Council recognises, appreciates and respects the uniqueness of each child, family and staff member. We aim to provide an anti-bias program to maximise opportunities for every child and family irrespective of his or her socio-economic status, nationality, cultural background, gender or ability.

Council recognises the impact that culture has on families and will make every effort to provide culturally responsive care by affirming human differences and the right of all people to make choices about their lifestyles.

Procedure:

- Staff will encourage children to have high self-esteem and self-concept.
- Staff will share their knowledge, where appropriate, with children about their own culture and the culture of others and encourage children to share their knowledge of their own culture and identity.
- Staff will provide children with positive experiences when explaining differences and similarities.
- Staff will encourage all children to respect all cultures.
- Staff will utilise bilingual workers, if required, with permission from parent/guardian.
- Families will be encouraged to share their culture and experience with the program.
- Staff will be given the opportunity to attend cross cultural awareness training.
- Staff will be treated with respect and employed based on their skill and knowledge.
- The SHP will honor Council's motto "one community, proudly diverse".

5.9 Positive Guidance of Children

Council believes the management and guidance of children's behaviour is a critical part of providing quality programs. We aim to provide a safe, positive and stimulating environment, which encourages responsible and constructive behaviour in all children.

Behaviour management strategies will always respect the child's self-esteem and rights, whilst at the same time being appropriate to the individual child's stage of development.

Staff within programs will provide a consistent approach to the guidance of children's behaviour.

Procedure:

- Staff will intervene to prevent inappropriate behaviour including bullying, offensive language and/or gestures and behaviour, that are likely to have a negative impact on the enjoyment or safety of other people.
- Rules will be clear, child focused and easy to understand. Children will be included in the process of outlining the guidelines of the program.
- Staff will role model positive behaviours to children which would potentially minimise inappropriate communications.
- Staff will endeavor to communicate and work with the child/ren displaying inappropriate behaviour to understand and discuss the issues and if appropriate, redirect the child/ren into a positive experience.
- If this is not successful, the child/ren will be moved from the activity and staff will discuss the issue with the child/ren to consider alternate strategies and endeavor to assimilate the child back into an activity. A behaviour contract between child and staff will be introduced.
- If behaviour continues, the SHP Team Leader will be notified of the issues and the incident will be documented. The parent/guardian, on collection of the child, will be informed of the issues and the Program Coordinator will discuss the strategy ideas with the parent/guardian.
- Program Coordinator will discuss the issue with the SHP Team Leader and parent/guardian to determine procedures and strategies that the service may implement.
- In the case of a serious behaviour or incident, parents/guardians may be requested to collect their child /ren from care immediately.
- Parents must provide Council with all appropriate contact details and that of emergency contacts and these contacts should be always available by phone and able to collect the child from care on the request of the staff.
- In the case of a serious behaviour or incident, the SHP Team Leader will contact parent/guardian by phone to discuss the situation and strategies.
- If the behaviour still does not improve, the child's enrolment will be suspended until the program Coordinator and SHP Team Leader have met to discuss the appropriate direction.
- The care will be immediately suspended and parent/guardian will be notified if:
 - the child acts in such a way that threatens the physical and/or emotional health of any child, staff member or themselves.

- the child deliberately damages any property or belongings (If property is deliberately damaged, Council's may ask the family to pay for the damage)
- The SHP Team Leader will then contact the parent/guardian in relation to care being suspended.
- If a child has been suspended during the program Council will reserve the right to consider whether the child has access to future programs.
- The basis of Council's decision will consider, but is not limited to, operational issues, duty of care towards children and staff, and conduct that impinges on the quality of the program.
- All communications between families, staff, children and other relevant persons will be documented.

5.10 Excursions

SHP will include excursions as a valuable part of the program. Prior to any planned excursions a risk assessment is carried out according to regulatory requirements. Parental/authorised nominee permission will be obtained for all excursions on the enrolment form.

Procedure:

- Children's age, interests and abilities will be taken into consideration when planning the excursions.
- Parents/authorised nominees will be notified that children are expected to arrive at least 30 minutes before departure time. Buses will depart on time and children who are late will be unable to participate in the excursion.
- Parents/ authorised nominees will be required to complete the Permission Statement included on the Enrolment Form.
- Adequate steps will be taken when selecting transport.
- Staff will take the following on all excursions:
 - First Aid Kit
 - Medications to be administered.
 - Medication register.
 - Attendance record/Roll.
 - Emergency contact numbers list.
 - Mobile Phone.
 - Accident and incident reporting forms.
 - Sunscreen, hats and suitable clothing.
 - Lunches.
- Head counts will be conducted at regular intervals and when moving from one area to another.
- Roll calls will be conducted at the following times:
 - When boarding and disembarking the bus
 - When arriving / leaving the excursion venues and other destinations.
- Staff will discuss rules and expectations with children at the commencement of each excursion.
- All staff will wear Council SHP badges.
- Children will wear coloured wrist bands that includes the venues name and phone number.
- All children must travel to excursions by bus – children are not to be dropped off or picked up at activity venues by parent/guardian.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act
- National Quality Standards

5.11 Participation, Access and information

Council invites parents/guardians and approved persons to enter the program at any time, or on appointment, to exchange detailed information about their child with the Program Coordinator. If you wish to speak with the Team Leader or Children's Services Coordinator, please feel free to e-mail or phone to make an appointment.

E-mail – schoolholidayprogram.vic.gov.au

Phone – 9240 1227

Procedure:

To keep all families and the community informed about the program changes and current information we are pleased to offer:

- Newsletters, sent out to each family on the mailing list with the enrolment forms before every program.
- These newsletters include information on policy and procedure changes, upcoming community events, sector issues and current legislative changes.
- Newsletters may include information on relevant changes to the operation of the programs which has been developed based on family feedback, staff feedback and Government organizations.
- All programs have a family information notice board / table located where children are signed in and out of the program each day.
- Information about the program policies and procedures, family information handbooks, current community news, events and any current program plans, and activities offered can be accessed online at <https://www.merri-bek.vic.gov.au/>

Source

- Education and Care Services National Regulations
- National Quality Standard

5.12 Parents/Guardians/Children's Input

Council welcomes and encourages the input of all parents/guardians and children into programming ideas. All parents/guardians are welcome to submit ideas to the program Coordinator or the SHP Team Leader.

Procedure:

- Parents/guardians can verbally or digitally communicate feedback directly to the Program Coordinator or the Team Leader.
- All phone, mail and e-mail contact details of SHP Team Leader is readily available to families and children for feedback.
- A children's handbook is available outlining how the children can communicate their ideas, suggestions and feedback to the program.
- Access to SHP webpage [School Holiday Program](#)

Source

- The National Quality Standards

5.13 Evaluation

Council is committed to providing high quality care to children and value feedback from staff, children and families who are using the program.

Procedure:

- Staff monitor and observe all activities offered and adjust them according to the needs and interests of all children.
- Staff complete an evaluation of all activities offered and provide feedback to the SHP Team Leader at the end of each program.
- Children are provided with a survey to complete each program and are encouraged to offer feedback daily to the educators.
- Families are provided with an annual survey to complete and are encouraged to offer feedback daily.
- Coordinators and Assistant Coordinators attend an evaluation meeting with the SHP Team Leader after each program to discuss successful programs and areas needing improvement. Feedback provided by children, families and staff is discussed and actioned.
- All staff wanting to attend this meeting can do so but it is not mandatory.
- Annual Performance Development Reviews (PDR) for all educators.

5.14 Dealing with Complaints / Grievance Procedures – Parents/Guardians

Council will seek to foster positive relations between all parents/guardians and staff. Every parent/guardian has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes, issues or concerns that impact or affect the day-to-day wellbeing of the program in a fair, prompt and positive manner.

Procedure:

- If a parent/guardian has a concern about the SHP, they can discuss the issue with the Program Coordinator or place the issue in written format and direct it to the SHP Team Leader.
- Any grievance received will be followed up within 48 hours.
- All grievances received by the Program Coordinator will be communicated to SHP Team Leader.
- If the parent/guardian still feels action is necessary after discussion with relevant Program Coordinator, they should take the matter up with the SHP Team Leader.
- The SHP Team Leader will contact the parent/guardian to discuss their concerns.
- If the issue is still not resolved, the issue will be referred to the Children's Services Coordinator.
- If the issue is still not resolved, the issue will be referred to the Children's Services Unit Manager.
- If the grievance cannot be resolved, an independent party will be called to mediate the situation.
- All grievances will be handled in a confidential manner.
- All conversations will be documented in a file note and archived.
- Where required the Assessment and Regulation Team will be informed in writing.
- Families can call the Department of Education on [1800 338 663](tel:1800338663) or email enquiries@education.vic.gov.au

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 7.3

5.15 Parent Conduct

It is Council's aim to treat all members of the community in a fair, non-judgmental manner and without discrimination at all times.

We encourage positive interactions between staff, children and parents/guardians and believe that mutual respect should be shown at all times.

Procedure:

- If a staff member or another parent/guardian is spoken to inappropriately or treated in an inappropriate manner by another parent/guardian, family member or friend then the offending person will be asked to leave the program immediately.
- All incidents will be documented, and the staff will contact the SHP Team Leader immediately.
- A meeting will be arranged with the SHP Team Leader to discuss the incident
- If any staff member or another family member feels unsafe attending the program as a result of an incident, then the offending family may have their care cancelled or suspended.
- It is the responsibility of all parents/guardians who use the program to adhere to the program's policies and procedures as outlined in the enrolment form.
- Should any difficulties arise, the SHP Team Leader will interview the parents/guardians involved in an attempt to remedy the situation.
- Parents/guardians who habitually refuse to follow the Service Policies will be referred to the Children Services Coordinator and will most likely have their care cancelled unless the offending attitudes/behaviours are changed immediately.

6. ADMINISTRATION FUNCTIONS

6.1 Setting and Payment of Fees

Council supports a fee system that is affordable and accessible to all families and ensures the program maintains viability. Users of the SHP are eligible for Childcare Subsidy

FEE STRUCTURE

\$89.00 per day on 07 July 2023

Late pick up Fee \$10.00 per 15 minutes or part thereof per child

FEE SETTING

- Fees are reviewed and set annually as part of the Council's School Holiday Program budget.
- Fee increases will occur in July of each year and families will be given at least 4 weeks' notice of change of fees.

PAYMENT OF FEES

- Once an enrolment has been completed via the Family Lounge found at <https://www.merri-bek.vic.gov.au/>, the confirmation of booking and the invoice for payment will be sent.
- Fees can be paid using Direct Debit from an account with a financial institute or B-Pay using an account with a financial institute or credit card. This will be administered via Qikkids and Debit Success.
- Fees need to be paid in full prior to children attending the program.

DIRECT DEBIT

- Families that want to use Direct Debit must complete a [Direct Debit Authorisation Form \(PDF 192KB\)](#) and return it to schoolholidayprogram@merri-bek.vic.gov.au at least 2 weeks prior to the payment due date
- The form will only need to be submitted once for ongoing use in each program and will only need to be updated if there are changes to their nominated account and/or financial institution.
- Each program direct debits will be taken on the 'last day to pay and cancel' date. Families will be notified in advance of this date with regular reminders leading up to the debit being taken so they can ensure sufficient funds will be available in their nominated account.
- If there are insufficient funds and a dishonour fee is charged, this fee will be passed on to families. This fee is set by the Debit Success. Families will be required to pay the full amount owing, including any dishonour fees, prior to commencement of the program – this can be done using Direct Debit or B-Pay.

B-Pay

- B-Pay details (the biller code and customer ID) will be available on the invoice. Families wishing to use B-Pay will need to use these details and make payment via

their online banking systems. B-Pay payments will need to be completed by the 'last day to pay and cancel' date.

6.2 Enrolment Procedures

Council is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing the SHP.

Procedure:

- Approximately 6 weeks prior to the program, families will receive an email with the dates of the SHP booking period and information about how to enroll and where to access the SHP brochure.
- Families can only select one venue for their child's attendance in each holiday program.
- Invoices and booking confirmation are emailed to families once bookings have been processed.
- Parent/guardians are placed on a waiting list if their requested dates are unavailable, and they will be contacted prior to the program if a place becomes available.
- Parents/guardians must pay for first round offers by the date shown on their booking confirmation form.
- Cancellation or changes to billings must be made in writing by the due date prior to the program starting.
- Booking timelines for the January SHP run as above end before 24th December.
- If a parent has sole custody of the child, it is a legal requirement that a copy of the court order be kept with the program's records.
- The following information should be provided on enrolment:
 - Child's name, address, date of birth and Child Reference Number (CRN)
 - Name, address, phone numbers, date of birth and CRN of person responsible for payment of the account and the person who is claiming Childcare Subsidy (CCS)
 - Custody/court orders relating to custody or access.
 - Medical details of the child including any medical details and action plans and information regarding any additional needs or diagnosed disability.
 - Name and phone number of two authorised personal to collect the child from program in the absence of the parent/guardian.
 - Authorisation to seek emergency medical, hospital and ambulance services.

SUBMITTING AN APPLICATION DOES NOT GUARANTEE A PLACE ON THE PROGRAM

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 6.1
- Australian Government Department of Education <https://www.education.gov.au/child-care-providers>

6.2.1 Orientation Process

Each individual Service will provide an effective orientation process for all newly enrolled children and families. It is the responsibility of the program coordinator to ensure that the child's first session in the School Holiday Program is warm, fun and engaging.

Procedure:

- All new families are emailed a copy of the Parent Handbook prior to the program starting.
- Only children with complete enrolment record will be allowed to attend.
- All Prep/Foundation Year Level will have an Educator supporting them until they become familiar with the program routines.
- The orientation process, though varying between Service sites, will consist of the following actions:
 - Any new child is welcomed and introduced by the Educator.
 - A new child is provided with a 'buddy' for support.
 - Child will be shown where to put their bag, will be shown the bathroom and provided with a tour of the Service space.
- Educators will incorporate games and activities to encourage and support new friendships.
- As the family arrives to collect their child from the program, the program coordinator / assistant coordinator will provide the family with an update about how the child has settled in the SHP. It will also be an opportunity to take a tour of the venue if the parent/guardian has not had this opportunity previously.

6.3 Priority of Access Guidelines

Council is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing the SHP.

To be eligible:

- The child must be attending a primary school.
- The family is living, working or studying in Merri-bek.

Procedure:

- Any enrolments received after all places are taken will be placed onto a waiting list. As vacancies arise, the priority of access guidelines will be applied to place children into the program.
- The parent/guardian may contact the SHP Program Officer to discuss:
 - Waiting list options.
 - Change of days or venue (subject to suitability and availability).
 - Cancellation of booking (if within the cancellation policy guidelines).
- Parents/guardians will be notified in writing if their place is to be given to a higher priority child.

6.4 Childcare Subsidy (CCS)

The School Holiday Program operates under the Commonwealth Government's Childcare Subsidy Scheme.

Please ensure that you are registered with my.gov.au to be able to claim the (CCS) otherwise you will be charged full fees.

Procedure:

- To receive CCS families are required to confirm their enrolment with the service via their MyGov Account. CCS will not be paid, and full fee is payable until the booking is confirmed and the Department of Education provide the service with the CCS information.
- Failure to confirm an enrolment via their MyGov account will see families liable for any outstanding fees due to loss of CCS.
- DESE automatically cancels a child's enrolment if they have not attended a care session in the service within a fourteen-week period (The Fourteen Week Rule). Each family needs to reconfirm their enrolment for each child every school holiday program. This can't be completed in advance; the service will notify families when they need to do this.
- Centrelink will review each families' CCS eligibility at the end of each program, this may result in the cancellation of the CCS already paid to the Service. Should there be an adjustment made to your CCS by Centrelink, you will be required to pay any additional outstanding amounts to the Service.
- All information in relation to CCS will be dealt with confidentially.
- Families can call the Department of Education (DE) on on [1800 338 663](tel:1800338663) or email enquiries@education.vic.gov.au

Allowable absences

- Each child is eligible for Childcare Subsidy (CCS) for the first 42 absences from care across all approved childcare services per financial year. These absences can be taken for any reason and do not require supporting documentation but are only available on a day that care was booked, and the family was charged for that care.

- **First day absence**

For each program if your child is absent on your first booked day, you are not eligible for Childcare Subsidy and full fees will apply on all absences until the first day of the child's attendance.

- **Last day absence**

For each program, Childcare Subsidy will apply up to the last day of attendance. If your child is absent up to and including the last day of your booking, you are not eligible for Childcare Subsidy and full fees will apply for these absences.

Sources

Childcare Provider Handbook 2022

6.5 Non-Payment of Fees

Council requires parents to pay for their bookings by the due date stated on the booking confirmation, the SHP website and the SHP brochure.

Procedure

All parents/guardians will be sent a confirmation of their bookings and an invoice outlining the amount to be paid before their children attend the program.

Payments options:

Direct Debit from an account with a financial institute. Families that want to use Direct Debit must complete a [Direct Debit Authorisation Form \(PDF 192KB\)](#) and return it to schoolholidayprogram@merri-bek.vic.gov.au at least 2 weeks prior to the payment due date

B-Pay using an account with a financial institute or credit card.

- When Payment is not made by the due date, the SHP Officers will contact families by phone and email to remind them to pay the fees.
- When payment is not made after the reminders are sent, the outstanding account will be forwarded to the Council debt collection team for further actions.
- Families whose accounts remain in arrears will be unable to enroll for future School Holiday Programs until the outstanding amount is cleared.

Recording Fee Payment

Council will record fee payments and bookings through a suitable administration package that meets Australian Government requirements for claiming Childcare Subsidy payments and in line with Council guidelines.

6.6 Attendance Records

Council will ensure that daily records of children's attendance are kept, noting the time of arrival and time of departure from the service.

Procedure:

- Parent/authorised nominee will be clearly notified that they must sign their child in and out of the program.
- Children will not be allowed to walk home alone from the SHP.
- If parents/authorised nominee fail to sign children out, they will be asked to do so the next time they attend the program.
- Staff rostered on the last shift of the day, will be required to check that all children have been signed out of the program before leaving the premises.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- National Quality Standard 7.3
- Australian Government Department of Education [Department of Education](#)

6.7 Cancellations

If a parent/guardian wishes to cancel a booking, the following procedure must be followed.

Procedure:

- Applications for cancellations must be received in writing by the date stated on the brochure.
- Applications for cancellations will not be considered after the closing date.
- Refunds will not be issued for absent days due to sickness or any other reason.
- Non-notification of your child/ren's attendance will incur the normal fee with no entitlement to a refund.
- Childcare Subsidy cannot be applied if your child has not commenced their first day of booked care for the week.

6.8 Insurance

Council understands that insurance protection is an essential ingredient of sound management.

Procedure:

- Council will maintain appropriate insurance for the SHP and ensure that organizations used for in-house activities will have adequate insurance.

Source

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010

APPENDIX 1: GLOSSARY OF TERMS

- **Family (for a child)**

Means the child, the individual in whose care the child is, that individual's partner (if any), and any other individual with whom the child lives

- **Parents/Guardian**

Means the individual in whose care the child is and that individual's partner

- **Authorised Nominee**

A person who has been given permission by a parent or person responsible of child to collect the child from the education and care service.

- **CCB**

Child Care Benefit

- **IP**

Inclusion Professional

- **IDF**

Inclusion Development Funding

- **ACECQA**

Australian Children's Education and Care Quality Authority

- **NQF**

National Quality Framework

- **DE**

Department of Education

- **CRN**

Customer or Child Reference Number

- **CCMS**

Childcare Management System

- **SHP**

School Holiday Program

- **Council**

Merri-bek City Council

APPENDIX 2: OCCUPATIONAL HEALTH AND SAFETY CHECKLIST



Venue _____ CO-ORDINATOR _____ Date -----

AREA TO BE CHECKED ✓ if area is ok	WK 1	WK 2	WK 3	COMMENT / ACTION TAKEN	Signature who did check
<i>STORAGE – Is storage of heavy items correct?</i>					
Easily reached					
Between knee and shoulder height					
Shelves free of rubbish					
Storage area clear of obstacle					
Step ladders provided where needed					
Toys and games out of walkway areas					
<i>CHEMICAL HANDLING, STORAGE</i>					
Are all chemical containers suitable for the chemical and labeled clearly					
Are all chemicals stored in an area out of reach of children					
Is there appropriate waste and rubbish disposal bins					
<i>ELECTRICAL</i>					
Are any electrical cords frayed or outer insulation damaged					
Any broken switches, sockets or plugs					
Are PowerPoint overloaded					
Are electrical items used around water					
Are safety switches installed					

Please list any other matters relating to the Venue Hall or School Building that needs to be documented

APPENDIX 3: INCIDENT, INJURY, TRAUMA, ILLNESS RECORD

Nature of injury/trauma/illness:

Child's full name:

.....

Date of birth:/...../..... Age: Gender : ☐ Male ☐ Female

Incident details

Incident date:/...../..... Time: am/pm Location:

Name of witness:

.....

Witness signature: Date:
...../...../.....

General activity at the time of **incident/injury/trauma/illness**:

Cause of **injury/trauma**:

Circumstances surrounding any **illness**, including apparent symptoms:

Circumstances if child appeared to be **missing** or otherwise unaccounted for (incl duration, who found child etc):

Circumstances if child appeared to have been **taken or removed** from service or was **locked in/out** of service (incl who took the child, duration):

Details of person completing this record

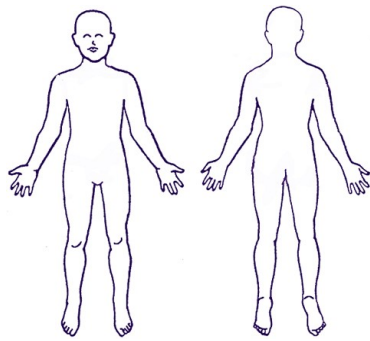
Name: Position/role:

.....

Date and time record was made/...../..... Signature:

.....

Indicate on diagram the part of
body affected



- | | |
|---|---|
| <input type="checkbox"/> Abrasion / Scrape | <input type="checkbox"/> Eye injury |
| <input type="checkbox"/> Allergic reaction (not anaphylaxis) | <input type="checkbox"/> Infectious disease (incl gastrointestinal) |
| <input type="checkbox"/> Amputation | <input type="checkbox"/> High temperature |
| <input type="checkbox"/> Anaphylaxis | <input type="checkbox"/> Ingestion / inhalation / insertion |
| <input type="checkbox"/> Asthma / respiratory | <input type="checkbox"/> Internal injury / Infection |
| <input type="checkbox"/> Bite wound | <input type="checkbox"/> Poisoning |
| <input type="checkbox"/> Bruise | <input type="checkbox"/> Rash |
| <input type="checkbox"/> Broken bone / fracture / dislocation | <input type="checkbox"/> Respiratory |
| <input type="checkbox"/> Burn / sunburn | <input type="checkbox"/> Seizure /unconscious/ convulsion |
| <input type="checkbox"/> Choking | <input type="checkbox"/> Sprain / swelling |
| <input type="checkbox"/> Concussion | <input type="checkbox"/> Stabbing / piercing |
| <input type="checkbox"/> Crush / jam | <input type="checkbox"/> Tooth |
| <input type="checkbox"/> Cut / open wound | <input type="checkbox"/> Venomous bite/sting |
| <input type="checkbox"/> Drowning (non-fatal) | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Electric shock | |

Action Taken

Details of action taken (including first aid, administration of medication etc):

Did emergency services attend?: Yes / No

Was medical attention sought from a registered practitioner / hospital?: Yes / No

If yes to either of the above, provide details:

Have any steps been taken to prevent or minimise this type of incident in the future?

Notifications (including attempted notifications)

Parent/guardian: Time: am/pm Date:
...../...../.....

Director/educator/coordinator: Time: am/pm Date:
...../...../.....

Other agency (if applicable): Time: am/pm Date:
...../...../.....

Regulatory authority (if applicable): Time: am/pm Date:
...../...../.....

Parental acknowledgement:

I have been notified of my child's incident/injury/trauma/illness.
(name of parent/guardian)

Signature: Date:
...../...../.....

Additional notes:

SHP Team Leader Signature:

Date:

APPENDIX 4: PRE-EXISTING OR UNKNOWN ACCIDENT / INJURY REPORT

VENUE _____

Child's Name _____ Date Of Birth ___/___/___

Date Accident/injury was noticed ___/___/___ Time _____ AM / PM

Details of how the Accident/Injury was noticed

■ _____

■
Description Of the Injury

Did the child receive Medical Treatment prior to the child attending the program? YES NO
if yes please detail Medical treatment

Does the injury require further First aid treatment? YES NO

Details of further First Aid treatment

Follow up Medical Attention after Initial treatment

10 minutes _____

20 minutes _____

30 Minutes _____

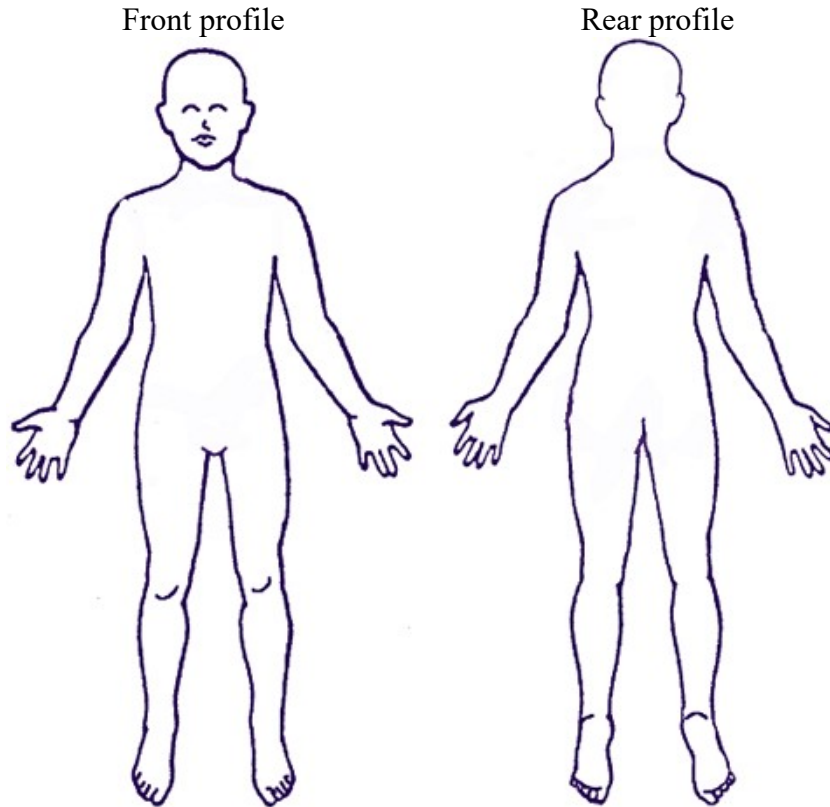
If further Medical Treatment was required, please attach a separate report

Who was the first aid trained staff member on duty? _____

Was the Parent/Guardian Notified? YES NO Time _____ Date ____/____/____

Was the SHP Team Leader notified? YES NO

PLEASE INDICATE THE POSITION OF THE INJURY ON THE BODY OUTLINE
BELOW



Person completing this report _____ Position _____

Signature _____ Date ____/____/____

Parent / Guardian _____ Signature _____ Date ____/____/____

Team Leader _____ Signature _____ Date ____/____/____

Is a further written report required for this Accident/ Injury YES NO

If yes, Report is located in file _____

APPENDIX 5: FIRST AID AND FIRE PROTECTION CHECKLIST

Venue _____ Date _____ CO-ORDINATOR _____

AREA TO BE CHECKED (place a ✓ if area is ok)	Wk 1	Wk 2	Wk 3	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Staff signature
FIRE PROTECTION					
Write the day a fire & evacuation drill was carried out					
Are floor plans showing location fire suppression equipment in a prominent position					
Are emergency signs and plans displayed					
Are emergency contact numbers displayed / available near a phone					
Are there smoke detectors					
Are smoke detectors in working order					
Fire exits clearly identified					
Are there fire extinguishes					
Fire extinguishes clearly marked for the type of fire they are used for					
FIRST AID					
Is there suitably qualified first aid people available					
Is there a first aid kit for the venue					
Is there a portable first aid kit excursions					
Are both first aid kits fully stocked and maintained					
Are there appropriate procedures for recording first aid records					
Is there a first aid book available					

APPENDIX 6: MEDICAL FORMS



Medication Authorisation

Childs name:

Date of birth:

To be completed by the parent/guardian								To be completed by the educator when administered							
Name of medication	Last administered		To be administered (or circumstances to be administered)		Dosage to be administered	Method of administration	Signature of parent/Guardian	Medication administered	Dosage Administration	Method of administration	Name of educator administering	Signature of educator administering	Name of witness	Signature of witness	
	Time	Date	Time	Date											Time

APPENDIX 7: MORNING VENUE MAINTENANCE CHECKLIST

Venue _____ Date _____ -CO-ORDINATOR _____

AREA TO BE CHECKED (place a ✓ if area is ok) Call team leader at the 1 st sighting of damage	M	T	W	T H	F	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Signature who did check
MAIN SHP HALL / BUILDING							
Door is locked on arrival							
Was the alarm on							
Check hall and areas used by SHP for any broken windows							
Check for any damage to walls, doors ceilings handles							
Check all tables chairs and school equipment used by SHP for damage							
Check other buildings in the school for any broken windows or damage							
Are there any teachers or other people at the school apart from SHP staff							
Are any other door in school buildings unlocked							
Toilets clean, unblocked, paper towel and soap available							
All Floor surface clean and in good condition free from water spills and rubbish							
Drains & sinks clear and clean							
Food preparation / kitchen areas clean and tidy							
SCHOOLS EQUIPMENT							
1.							
2.							
3.							
4.							
5.							
6.							
7.							

-
- Please list any other matters relating to the Venue hall or School Building that needs to be documented

APPENDIX 8: AFTERNOON VENUE MAINTENANCE CHECKLIST

Venue _____ Date _____ -CO-ORDINATOR _____

AREA TO BE CHECKED (Place a ✓ if area is ok) Call team leader at the 1 st sighting of damage	M	T	W	T	F	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Signature who did check
MAIN SHP HALL / BUILDING							
Door is locked on arrival							
Was the alarm on							
Check hall and areas used by SHP for any broken windows							
Check for any damage to walls, doors ceilings handles							
Check all tables chairs and school equipment used by SHP for damage							
Check other buildings in the school for any broken windows or damage							
Are there any teachers or other people at the school apart from SHP staff							
Are any other door in school buildings unlocked							
Toilets clean, unblocked , paper towel and soap available							
All Floor surface clean and in good condition free from water spills and rubbish							
Drains & sinks clear and clean							
Food preparation / kitchen areas clean and tidy							
SCHOOLS EQUIPMENT							
1							
2							
3							
4							
5							
6							
7							

- Please list any other matters relating to the Venue hall or School Building that needs to be documented

APPENDIX 9: EVENING VENUE MAINTENANCE CHECKLIST

Venue _____ Date _____ -CO-ORDINATOR _____

AREA TO BE CHECKED (place a ✓ if area is ok) Call team leader at the 1 st sighting of damage	M	T	W	T	F	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Signature who did check
				H			
MAIN SHP HALL / BUILDING							
Door is locked on arrival							
Was the alarm on							
Check hall and areas used by SHP for any broken windows							
Check for any damage to walls, doors ceilings handles							
Check all tables chairs and school equipment used by SHP for damage							
Check other buildings in the school for any broken windows or damage							
Are there any teachers or other people at the school apart from SHP staff							
Are any other door in school buildings unlocked							
Toilets clean, unblocked , paper towel and soap available							
All Floor surface clean and in good condition free from water spills and rubbish							
Drains & sinks clear and clean							
Food preparation / kitchen areas clean and tidy							
SCHOOLS EQUIPMENT							
1							
2							
3							
4							
5							
6							
7							

Please list any other matters relating to the Venue hall or School Building that needs to be documented

APPENDIX 10: MORNING OUTDOOR MAINTENANCE CHECKLIST

Venue _____ Date _____ -CO-ORDINATOR _____

AREA TO BE CHECKED ✓ if area is clear	M	T	W	T	F	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Staff signature
BASKET BALL COURTS							
Syringes							
Graffiti							
Rubbish							
Broken Glass							
Holes in perimeter fence							
Fallen tree limbs							
PLAYGROUND AREAS							
Steps or rungs are loose/broken							
Cracked/worn equipment							
Graffiti							
Rubbish							
Broken Glass, Windows							
Holes in perimeter fence							
Fallen tree limbs							
Any broken or damaged are / equipment							
OVAL AREA							
Graffiti							
Rubbish							
Broken Glass,							
Holes in perimeter fence							
Fallen tree limbs							
COURT YARD							
Graffiti							
Rubbish							
Broken Glass							
Holes in perimeter fence							
Fallen tree limbs							
OUTDOOR TOILETS							
Graffiti							
Rubbish							
Broken Glass, Windows							
Water on the floor							
Leaking toilets							
Taps left running							
OTHER AREAS ACCESS BY SHP AND THE CONDITION							
1							
2							
3							
4							
5							

APPENDIX 11: AFTERNOON OUTDOOR MAINTENANCE CHECKLIST



Venue _____ Check completed by _____

AREA TO BE CHECKED ✓ if area is clear	M	T	W	T H	F	COMMENT / ACTION TAKEN (Attach separate sheet if needed)	Staff signature
BASKET BALL COURTS							
Syringes							
Graffiti							
Rubbish							
Broken Glass							
Holes in perimeter fence							
Fallen tree limbs							
PLAYGROUND AREAS							
Steps or rungs are loose/broken							
Cracked/worn equipment							
Graffiti							
Rubbish							
Broken Glass, Windows							
Holes in perimeter fence							
Fallen tree limbs							
Any broken or damaged are / equipment							
OVAL AREA							
Graffiti							
Rubbish							
Broken Glass,							
Holes in perimeter fence							
Fallen tree limbs							
COURT YARD							
Graffiti							
Rubbish							
Broken Glass							
Holes in perimeter fence							
Fallen tree limbs							
OUTDOOR TOILETS							
Graffiti							
Rubbish							
Broken Glass, Windows							
Water on the floor							
Leaking toilets							
Taps left running							
OTHER AREAS ACCESS BY SHP AND THE CONDITION							
1.							
2.							
3.							
4.							

APPENDIX 12:	APPROVED QUALIFICATIONS FOR SHP STAFF
APPENDIX 13:	STAFF SIGN IN / OUT FORM
APPENDIX 14:	EMERGENCY PROCEDURES
APPENDIX 15:	EXCLUSION TABLE
APPENDIX 16:	ACCESS AND INCUSION GUIDELINES
APPENDIX 17:	MERRI-BEK CITY COUNCIL HEAT POLICY
APPENDIX 18:	MERRI-BEK CITY COUNCIL APPROPRIATE FOOTWEAR POLICY
APPENDIX 19:	MERRI-BEK CITY COUNCIL SMOKE FREE WORKPLACE POLICY
APPENDIX 20:	RECORD OF VISITORS TO SCHOOL HOLIDAY PROGRAM
APPENDIX 21:	CHILD SAFE AND REPORTABLE CONDUCT POLICY AND PROCEDURE

For further information regarding this Policy and Procedure Manual please contact the School Holiday Program office on 9240 1111.