

ROXBURGH HOMESTEAD
PRIMARY SCHOOL

Out of School Hours Care

Family Handbook



Current as of February 2016.

0417 594 511

ROXBURGH HOMESTEAD OUT OF SCHOOL HOURS CARE

INTRODUCTION.

Welcome to the Roxburgh Homestead Primary School Out of School Hours Care (OHSC). We are a Licensed Children's Service focused on the effective implementation and continued operation of Out of School Hours Care for children requiring such care while attending our school.

We operate three services, Before, After and Vacation Care. We offer families the opportunity to have access to a successful, reliable and cost effective form of childcare overseen by School Council and operated by a team of professional childcare educators.

Our Programs operate from the school's multi-purpose room and library; convenient parking is available at the rear of the school off Homestead Run.

Our aim is to provide the highest quality care for children attending our school. Our Programs are designed with the working families' interests at heart, ensuring that they can continue in their current working situation without being concerned about the welfare and safety of their children.

Our objective is to provide a safe, comfortable, relaxed Program in a home-like atmosphere, focusing on the individual needs of the children and their families. Outdoor and physical play are important aspects of our Program; children are encouraged, but not required to participate at every level.

Our Programs are developed with the effective implementation of the new Education and Care Services National Regulations and Frameworks to support the continued high quality operation of all three Out of School Hours Care Services for children attending our school. Our Programs will focus on providing children with activities and experiences to enhance early and middle childhood, encouraging their individual interests, needs and personalities.

We want our Program to be a happy place where children laugh, have fun and play; a place where they feel they belong and can feel safe in the knowledge that educators have their best interests at heart and will '*do that extra bit*' to make children feel comfortable, safe, secure and valued within our Program; ensuring that their personal contributions and opinions are as important to us as they are to themselves.

Our service has a range of policies to ensure that we will achieve the results that families have come to expect from us. These policies are available to parents if they wish to view them.

The Out of School Hours Staff can be contacted by phone during Program hours on 0417 594 511. Text messages can be left for staff in between these hours or email us at after@roxhomesteadps.vic.edu.au

OUR PROGRAM PHILOSOPHY.

With children,

- We will provide a Program that focuses on child initiated play. We will provide children with activities and experiences that enhance middle childhood while focusing on their individual interests, needs participation levels. We will promote a relaxed home-like atmosphere.
- We will encourage and promote outdoor play.
- We will ensure that they are aware of the right to feel comfortable, secure and valued within their environment.
- We will listen and respect their input and treat their personal contributions and opinions as important to themselves and others.
- We will respect their individual personalities, beliefs and qualities.
- We will encourage children to be actively aware of sustainable practices.

With families,

- We will keep families up to date with relevant information and updates via numerous channels such as the newsletter and parent handbook.
- We will respect each family's social, emotional and cultural background without bias, prejudice or question.
- We will allocate time to speak directly with parents regarding aspects of the Program or their children's well-being.
- We will respect and maintain confidentiality at all times acting on personal requests where appropriate or necessary.
- We will act on input and contributions from families in a respectful manner.

With other educators,

- We will value and acknowledge the individual opinions and beliefs of each other.
- We will promote effective communication based on trust and mutual respect.
- We will support each other by encouraging, reassuring and accepting.

With the Community,

- We will provide and respect an inclusive environment without displaying bias or stereotype.
- We will ensure all members of the school community are treated equally regardless of race, culture, ability, family structure, class, religion, gender, age, language or appearance.
- We will encourage a sense of belonging and an understanding of the rights and responsibilities for all families in our school community.

OUR PROGRAM GOALS ARE TO -

- Provide choices and support Child Initiated Play.
- Provide a home-like atmosphere.
- Keep to simple routines that children can easily adapt to.
- Interact positively with children and families in a warm and friendly manner.
- Work collaboratively with other educators as part of a positive team structure.
- Listen and act upon children's needs, requests and cues.
- Treat all children's needs and requirements individually.
- Promote an inclusive service.
- Provide a safe and fully supervised environment.
- Promote physical and outdoor play.
- Promote and implement sustainable practices.
- Work collaboratively with families and children towards a high quality standard under the National Quality Standards guidelines.

ENROLMENT PROCESS.

Priority of Access.

All parents must enrol their children in the Program before commencement. An enrolment form is required for each family each school year. Enrolment details are filed securely in the office of the Out of School Hours Care Program. Records will be maintained by the co-ordinator and assistant co-ordinator of the Program.

All Children enrolled at the Roxburgh Homestead Primary School are eligible to apply for one of the positions available in the three Programs. These positions are subject to the regulations, policy and welfare requirements of this handbook. Priority of access shall be given to children at risk and working parents whose children regularly attend the Program, casual access shall be granted on a first booked first served basis.

Confidentiality.

All records are treated in accordance with normal practices. Family's personal information locked securely in the Program's office and will not be passed onto any unauthorised person. Records no longer required are shredded.

Parent Obligations.

Parents are advised that they have certain obligations regarding enrolment. All relevant details on the enrolment form must be completed and the co-ordinator reserves the right to deny enrolment if this is not filled in correctly.

The Roxburgh Homestead OSHC Program will ensure that any parent or guardian of a child being cared for may enter the premises at any time during the hours of operation to spend time with their child and exchange information about the child with educators at the Program.

Our Program is a positive environment in which all educators assume direct responsibility for the welfare and care of the children attending; where educators and children feel safe and secure in a calm and supportive environment; where a sense of belonging and well-being are strengthened.

Our aim is to provide the highest quality care for all children attending our school. Educators, children and parents have a right to be part of a calm and secure environment without intimidation, bullying or harassment of any kind.

Our intention is for children and parents to behave in a manner that will be tolerated by all.

Parents are expected to use appropriate language and behaviour while in attendance at this Program. Inappropriate behaviour, actions or language directed towards educators, other parents or children will be reported to the proper school authorities.

PAYMENT OF FEES.

Accounts.

A session fee shall be charged for families using the Program on a full time basis regardless of hours in attendance. Statements will be issued fortnightly, preferably via email; all accounts shall be settled on a regular basis. Monthly payments may be organised with the co-ordinator in special circumstances but this is not encouraged. Fee reminder/statement notices will be issued for any outstanding monies.

Accounts deemed to be in arrears will be handed to School Council for retrieval.

Fee Structure.

Permanent Bookings: A permanent booking is one that will be ongoing until otherwise notified by a parent or guardian; families are charged extra for these bookings unless we have been advised of any changes before 9.00am on the day of the booking for after care or the night before for before care.

Casual Bookings: Many families choose to book on a casual basis. A casual booking will incur a surcharge of \$2.00 for after care if made after 9.00am on the day of attendance and \$1.00 for before care if the program has not been informed of attendance prior to the day of attending. Casual bookings can be noted on the Communications Book; via text message or emailed.

FEES.

Please note – prices are reviewed by school council at the end of each financial year and are subject to change.

Before School Care – Permanent booking	\$12.50 per child less Centrelink entitlements
Casual attendance	\$13.50 per child less Centrelink entitlements
After School Care – Permanent booking	\$16.50 per child less Centrelink entitlements
Casual booking after 9.00am	\$18.50 per child less Centrelink entitlements
Vacation Care	\$47.50 per child less Centrelink entitlements
Curriculum Day	\$47.50 per child less Centrelink entitlements

Payment Procedures.

All families attending the Program are expected to pay by the Direct Debit system. Cash payments may be arranged, but this is not encouraged.

Additional Fees.

Late pick-up fees will be charged to families at the rate of **\$1.00 per minute per child after 6.15pm.** (This fee is not negotiable). All reasonable efforts to contact parents and/or guardians and/or emergency contacts will be made.

Continuous late pick-ups WILL result in loss of Program privileges.

Continuous Late Payments.

Failure to make regular substantial payments will result in cancellation of care until all outstanding fees are paid in full; if families are experiencing financial difficulties, the co-ordinator can arrange a mutual payment plan. Plans must be adhered to.

Centrelink Entitlements.

All families may apply to the Department of Human Services (formerly Centrelink) for a reduction in fees. Childcare Benefits and Childcare Rebate may be available; families will need to contact DHS to discuss their personal circumstances and options with them.

- There are two methods to claim the Centrelink rebate; families may choose to have their CCB percentage deducted from the Program account or they may apply for a lump-sum payment to their nominated bank account directly from DHS.
- Parents must provide the Program with accurate information to enable us to claim entitlements on their behalf.
- If parents wish to have their Childcare Rebate paid directly to the program, they must organise this before the beginning of the financial year; changes cannot be made during the year.
- If parents are first time childcare users, they must contact DHS to apply for relevant entitlements.
- It is the family's responsibility to check any documentation received from DHS; we do not have control of entitlements; this is done electronically direct from DHS.
- Families assessed as eligible for Jobs Education Training scheme must supply written notification from DHS before the Program can process this.

ADMINISTRATION.

Attendance Register.

It is a condition of enrolment at this Program that all children must be signed in and out of each session. Children are not permitted to enter our Program in the morning without being escorted or leave in the afternoon without a parent or authorised person entering the premises to sign them out. Educators are able to sign children in and out under special circumstances.

Children are not permitted to leave the Program with a person other than those entered on the enrolment form unless prior notice is received from parents. If there is any doubt about the collection of the child being authorised, the Co-ordinator or Nominated Supervisor will contact the custodial guardian. Children are not permitted to leave the premises without being accompanied by an adult.

If a child under the age of 16 is required to collect children, a written permission letter will be required. If this is a common occurrence, a cover letter will be kept on file.

If a child does not attend a session that has been booked, educators will take actions to contact parents/guardians until they are satisfied that the child has been accounted for (please refer to page 8 for further information on attendance).

Emergency Details.

Enrolment forms and emergency contact details for each child shall be securely filed by the Co-ordinator in the Out of School Hours office. These documents shall be updated annually in order to ensure that educators have access to the latest information. All information is confidential.

Custody Details.

Custody details must be recorded on the current enrolment form. If there are restrictions, the Program requires a copy of the court order to keep on file. All information is strictly confidential.

OPERATION.

The Out of School Hours Care Program will operate during the following hours on days when children would **normally** attend school.

Before School Care	6.30am to 8.45am
After School Care	3.15pm to 6.15pm
Vacation Care	7.00am to 6.00pm
Curriculum Days	6.30am to 6.15pm (Will operate if more than 20 children are enrolled).

Care is not provided on public holidays or when stop-work action is taken.

Morning Routine.

- Families arrive at staggered times.
- The children are encouraged to prepare their own breakfast between 6.30am – 8.00am; educators are on hand to help if needed.
- The children occupy themselves in child initiated play or relax in preparation for their long day at school.
- They are dismissed at 8.45am when teachers are on yard duty to spend time with their peers before school commences.

Basic Afternoon Routine.

- Children arrive at the Multi-purpose room after the bell sounds at 3.15pm and place their bags in the nominated area.
- They will then sit quietly on the floor and wait until the roll is called.
- When their name has been called they wash their hands then proceed to the afternoon tea area.
- When they have finished eating the children will play outdoors if weather permits or play group games indoors.
- Following outdoor play, the children disperse to their chosen activities for the afternoon.

It is not Program policy to insist that children participate in any activity that they are not comfortable with.

A small selection of organised activities are –

- Construction equipment
- Painting and drawing
- Home Corner
- Play Station and Television
- Music and Dancing
- Quiet reading
- Homework
- Open Ended activities
- Table tennis
- Hama Beads

Prep Children.

Prep children will be escorted to their classroom in the mornings and collected from their classrooms in the afternoons during the first term or at the request of families.

The children are given high visibility vests to wear for easy identification while playing outdoors.

It would be advisable to supply the child with a change of clothes in case of any small emergencies.

Program Rules

The children are asked to follow a few basic rules to prevent accidents and to avoid any misunderstandings while in care.

Our Program rules and consequences are developed in consultation between staff, children, and the School to promote consistency and safety for all concerned; our rules are prominently displayed and can be seen easily. The basic rules are as follows –

- We always sit nicely while we are eating

- We ask before we go the toilet and we go in pairs.
- We don't fight, swear or tease each other.
- We don't run, it can be very dangerous.
- We must sit on chairs properly at all times.
- We need to be quiet when the role is being called.
- We treat our toys and each other with respect.
- We will speak nicely to each other.

Behaviour Management.

It is expected that all children participating in the Program will conduct themselves according to our Behaviour Management Policy, which is in keeping with the School's Code of Conduct. Educators liaise with Senior School Staff for guidance when dealing with difficult behaviour.

If a child displays unacceptable behaviour during any session, educators will follow procedures set out in the Behaviour Management Policy, or suspend them for one week, depending on the severity of the breach of Behaviour Code. A copy of the Behaviour Management Policy and Procedure and the Behaviour Contract is available in the Policy Document.

We are operating in line with the processes that have been introduced to the classrooms. We have liaised with Senior School Staff to modify the processes to suit the Out of School Hours environment.

The new processes operate as follows –

<u>GREEN</u>	Name recorded; Reminders (<i>2 Hints, verbal & non-verbal</i>)
<u>YELLOW</u>	Name moved across; Reasoning & Warning (<i>Direct warning of intention to move</i>)
<u>ORANGE</u>	Name moved across; Relocation & Warning (<i>Child is moved to another setting away from situation.</i>)
<u>RED</u>	Name moved across; Removal, 20 mins at homework table (<i>No direct contact with other children</i>).
<u>GREEN</u>	Re-connect with others; Discussion with parents (<i>Co-ordinator will organise formal meeting with parents and senior school staff</i>).

These procedures are on display on the white-board for parents to observe when picking up their children; children who have been recorded under yellow section or higher will have their behaviour documented.

Inappropriate behavior while in care will not be tolerated.

Pupil Free Days.

The Program offers care during days nominated as pupil free days by School Council and notice of such days shall be given approximately fifteen (15) days in advance where possible.

Pupil free days require over 20 children attending to operate.

Care is not offered during strike days or public holidays.

STAFFING.

There are a minimum of two educators in attendance at all programs. There is a Co-ordinator or Nominated Supervisor plus one additional educator for every fifteen children or part thereof. There is a first aid trained educator on duty at all times.

There is one diploma qualified educator for each 30 children in attendance.

Staff Ratio's –

- 1 educator to 15 children in-house
- 1 educator to 8 children for excursions
- 1 educator to 5 children for all water activities

ATTENDANCE.

Booking Procedure.

Permanent bookings are made upon enrolment; these are bookings where the children will be attending each day and will remain until we have been notified of any changes. Families are charged for permanent bookings unless we have been informed of the forthcoming absence before 9.00am on the day of the booked session.

Casual bookings must be made as soon as possible; casual bookings received after 9.00am on the day of care will incur a casual booking fee.

We must be advised if a child/children will be absent on a booked day. Session fees will still be charged for non-attendance. If we are advised prior to 9.00am of an intended absence, the session will be cancelled.

Vacation care bookings will be accepted during the allocated booking sessions. Refunds will not be offered for cancelled bookings.

Non-attendance for Afternoon session.

It is crucial that parents notify us of any sessions that your child will not be attending. Failing to do this takes us away from the remainder of the children to locate the missing child.

We will actively seek children listed on the attendance register for each day should they not attend on their own accord. All reasonable attempts to contact families of booked children who do not arrive will be made. If the child is considered missing, appropriate actions will be taken. Actions include an announcement over the P.A. system and parents and emergency contacts notified. Actions for locating missing children will be supervised by Senior School Personnel in accordance with normal School Safety Operations.

It is not the responsibility of the classroom teacher or the office staff to advise the OSHC Program of your child's absence.

FACILITIES.

Environment.

Buildings utilised by the Program are well ventilated with appropriate heating and cooling facilities. Equipment is maintained on a regular basis to ensure the children's, families and educator's safety and well-being. Facilities have easy access for persons with disabilities. Educators will ensure that all outdoor play equipment and the surrounding environment are safe and free of any hazards.

SUSTAINABILITY.

The Out of School Hours Care Program works in conjunction with the School by caring for the environment and promoting sustainability; we are committed to helping the community, families and children to be aware of their surroundings by reducing environmental impacts on our everyday routines and embedding sustainable practice routines where possible. We have our own composting system where we empty food scrap waste from the afternoon tea preparation and leftover scraps from the children's afternoon platters.

- The children participate in growing vegetables and flowers in our garden;
- We use filtered tank water and bio-degradable products at every opportunity;
- We encourage recycling for activities;
- We utilise natural resources when possible
- Children are actively involved in keeping the service clear of rubbish.

HEALTH AND SAFETY.

Food Handling and Nutrition.

The Program co-ordinator is a certified Food Safety Supervisor; she ensures that all food prepared is done so following the Food Regulations Act. Food provided at the Service, will be stored and prepared in a hygienic and clean manner.

Afternoon snack time will provide positive learning experiences for children; they will be encouraged to develop healthy eating habits; fresh drinking water is readily available.

A summary of afternoon snacks is as follows –

- Fruit and biscuit platters

- Two minute noodles
- Jelly and custard
- Dip platters with mixed vegetable and crackers

Breakfast is offered every morning until 8.00am only and consists of –

- Toast with spreads
- Breakfast Cereals

If your child is on a special diet, it may be beneficial to supply your own food.

Allergies or Special Requirements.

If your child has a known allergy, you must provide us with the relevant information or action plan. This Action Plan will be displayed prominently in the Program Office for easy reference by educators but also out of view of others.

Educators have been trained to recognize the symptoms of an allergic or anaphylaxis reaction and have up to date training in the use of epipens or anapens.

Hygiene.

The Out of School Hours Service aims to provide a healthy environment. Educators in the Program will follow prevention measures through an infection control process at all times.

Sick Children.

Children arriving ill in the morning will not be permitted to participate in the Program. Parents will have to make other arrangements for the care of the child.

Children arriving from school in the afternoon feeling ill will be cared for away from other children until their parents/guardians/emergency contact person has been contacted and can escort the child home.

Accident or Injury

In the case of an accident, an educator holding a current first aid certificate will administer the necessary first aid. Parents will be contacted immediately, and arrangements for the care of the injured child will be made. In the event that an appropriate adult cannot be contacted, and the accident is of a serious nature, the Co-ordinator or Nominated Supervisor will contact Ambulance Victoria. If the Co-ordinator or Nominated Supervisor believes that a life-threatening situation has occurred, medical assistance will be the priority. It is the responsibility of the parent to pay any ensuing costs.

Exclusion

In order to protect the health of both children and educators, it is necessary to minimise the risk of cross infection by infectious diseases. Children or educators will be excluded from the service until a medical certificate can be produced from their doctor. Unwell children will be discretely separated from the group and their parents will be required to pick them up from the service as soon as possible.

Headlice.

We are not permitted to manually search a child's head for head lice. If lice are visible to the naked eye, we will discretely separate the child from other children and educators, and then contact the Parent/Guardian or Emergency contact immediately to have the child removed from the Program to reduce the risk of cross contamination to other children and educators.

First Aid Facilities.

The OSHC Program will maintain an effective, up to date first aid kit on the premises. This kit is located in a position that is inaccessible to children but readily accessible to educators in an emergency.

Bum bags with basic first aid needs are supplied for use if required during outdoor play and excursions.

Medication.

Parents are expected to fill in the Medication Book on arrival when requesting us to administer medication of any kind during Program Hours. All medication must be in its original packaging and be clearly marked with the name of the medication, dosage, and person receiving the medication; non-prescription medication, e.g. Panadol, etc., will be administered for a 48 hour period only.

If medication is brought to us for administering during school hours, a blue 'permission to medicate' slip must be filled in.

Asthma medication will be administered as arranged with educators in attendance. Asthma medication may be kept in the child's bag for easy access by the child.

Emergency Procedures/Evacuation Drill.

The Out of School Hours Care Program will follow emergency procedures as set out by the School. All educators are familiar with the emergency procedures. We will ensure that the emergency procedures are practiced with children at a minimum of once per term, per service (including new children and those who do not normally attend on a regular basis).

The Out of School Hours Care will ensure that its policy includes procedures for harassment and/or threat to children by persons known and unknown to the service.

Emergency evacuation procedures will be clearly displayed and are to be followed in the event of a fire, natural disaster or other emergency.

Instances of danger from surrounding bushfires or grassfires will be received from the Country Fire Authority via the bushfire alert system on the mobile phone.

THE PROGRAM.

Planning.

Program planning is undertaken weekly ensuring that the weekly plan is stimulating, engaging, motivating and enhances children's learning and development. Program planning nurtures the development of life skills offering experiences and opportunities for the individual child and small groups.

A copy of the current plan is displayed for family/children perusal.

Provision of Refreshments.

Children are offered a variety of refreshments at appropriate times. A list of children unable to eat certain foods because of allergic reactions or Religious reasons is kept on file by the Co-ordinator.

Before School Hours Care.

Children in care prior to 8.00am will be served breakfast at the request of families. Our Program promotes self-help skills, therefore the children will be encouraged to prepare their own breakfast; educators are available to assist where necessary. Children will be offered a choice of breakfast cereals as well as toast and a large selection of spreads. Any special dietary requirements should be noted by families on their enrolment form.

After School Hours Care.

Children will be offered a variety of food each day consisting of mixed platters of sweet and savory biscuits, popcorn, assorted fruits and cakes, vegetable and dip platters and we also have days where we will give the children a 'special treat'. The food menu is recorded on the Program Plan.

Families must note special dietary requirements on the enrolment form. Every effort is made to accommodate families but, if your child cannot or will not eat the food on offer, it is suggested that they bring something in from home.

Excursions.

The Vacation Care Program conducts excursions throughout the year; an in-depth risk analysis is undertaken before each one. Buses chartered have an individual seat for each child with a securely fitted seatbelt. We will ensure that the correct child/educator ratios are adhered to.

All children must have the appropriate signed authority slips before attending.

INTEGRATION.

The Program will not discriminate against children requiring special needs; however access to the Program may be limited by the lack of resources. Integration children requiring special needs will have those needs addressed via the child's support group, who will then allocate resources to successfully integrate the child into the Out of School Hours Program.

CHILD PROTECTION.

The safety of children attending the Roxburgh Homestead Primary School OSHC is vital at all times. Educators and Management of the Program have a moral and legal obligation to ensure the safety and well-being of all children.

It is a condition of enrolment at this Program that all children must be correctly signed in and out of each session.

Custody issues must be discussed with the Co-ordinator and relevant documentation must be supplied.

REPORTING OF CHILD ABUSE.

Out of School Hours educators believe that children have the right to be physically and emotionally safe at all times. Children are vulnerable members of our community who do not have the power to stop abuse.

Although only mandated notifiers have a legal responsibility to report child abuse, we all have a moral responsibility to report all types of possible or known abuse. Out of School Hours educators are not mandated to report child abuse, but it is considered our 'duty of care' to pass on information to the relevant person if abuse of any nature is suspected.

PARENTS UNDER INFLUENCE OF ALCOHOL OR DRUGS.

We will not put ourselves or any other person in attendance at the Program, in danger of physical or verbal abuse by physically preventing a person under the influence of alcohol or drugs from collecting their child from the Program.

If a person under the influence of drugs or alcohol arrives to collect a child and educators are aware that the person will be driving, we will suggest that the affected person walk the child home. If this suggestion is not acted on, we will carefully record the make and number of the vehicle and contact the police immediately. The School Principal will be contacted and informed of the incident.

UNAUTHORISED COLLECTION OF CHILDREN.

We will not put ourselves or any other person in attendance at the Program, in danger of physical or verbal abuse by physically preventing a person who is not authorised to collect a child from leaving the service with that child.

We will immediately contact the custodial parent to verify the identity of the person collecting the child. If the person taking the child does not have permission from the custodial parent, the Co-ordinator or Nominated Supervisor will calmly try to diffuse a situation by explaining the consequences of taking the child without permission.

The make and registration of vehicle will be recorded and police phoned immediately; the School Principal will be contacted and informed of the incident.

LATE PICKUPS:

If a child has not been collected by 6.15pm and the we have not been contacted by parents, we will make every effort to contact one of the emergency numbers on the enrolment form.

If we are unable to contact one of the emergency contacts, we will then contact a Senior School Staff member for further advice or permission to contact the local Police.

Regular occurrence will jeopardise the family's chance of keeping their place in the Program.

BULLYING/HARRASSMENT.

Any person known or unknown to the Program who harasses or makes threats to the children, parents or educators at the Program or on an excursion will be calmly asked to leave the Program or the vicinity of the children.

Failure to do so will result in educators contacting the School Principal or a Senior School Staff member for further advice, or contacting the police.

Bullying amongst children attending the service will not be tolerated. We will endeavor to diffuse any unacceptable behaviour or situations before they occur.

Children are encouraged to use the School's 3-step policy in the case of bullying.

1. Look the perpetrator in the eye and tell them to stop!
2. Move away
3. If the problem persists, tell the closest educator.

SUN-SMART.

The O.S.H.C. service aims to reduce the risk of sun damage to children and educators at our Program. We operate with the school's policy for First and Fourth terms or as directed by the School Principal.

To ensure all children attending our Program are protected from skin damage caused by harmful ultra violet rays of the sun, the following will apply:

- Children will be required to wear a sun smart hat that protects their face, neck and ears whenever they are outside or at the discretion of the Co-ordinator or Nominated Supervisor.
- To minimise the spread of infections such as head lice, impetigo and ringworm, children are not permitted to share hats.
- Parents are informed of our sun safety policy and are asked to provide a suitable sun hat.
- Children who do not have hats are required to play in an undercover area protected from the sun.
- SPF 30+ broad-spectrum water resistant sunscreen is provided for the children and educators between the hours of 11am and 3pm. We will ensure that sunscreen is not out of date.
- Children and educators will be encouraged to wear sun-smart clothes, such as loose, closely woven cotton garments.
- We will display appropriate Sun-smart posters during terms one and four.

GRIEVANCE PROCEDURES.

Families who have a grievance with the Program or an individual educator should direct their concerns to the Co-ordinator. Should the Co-ordinator not be able to mitigate the concern, or be part of the grievance, the family can direct their concern to the Principal or Vice Principal or a member of School Council.

Grievances must be in writing. If necessary the Program Committee shall convene an extra-ordinary meeting to deal with the grievance. It is the intention of the Program, Senior School Staff and School Council that grievances be settled with friendly negotiation in the first instance rather than by a formal complaint.

If the family is still not satisfied with the outcome, they will have due course to direct their grievance to the School Council through the School Principal. The School Council shall give regard to the matter and arbitrate accordingly.

Abusive, intimidating behaviour directed at any educator will not be tolerated and will be directed to senior school staff for further investigation.