

YMCA BALLARAT

OUTSIDE SCHOOL HOURS CARE



BACCHUS MARSH

GRAMMAR FAMILY

HANDBOOK

Current as of May 2018

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INTRODUCTION

The YMCA is a not-for-profit community organisation that aims to build strong people, strong families and strong communities. Our Children's Services are approved under the National Quality Framework, and regulated by the Australian Children's Education and Care Quality Authority (ACECQA) and the Department of Education and Training (DET). We operate under the *Education and Care Services National Law Act (2010)* and the *Education and Care Services National Regulations (2011)*. This handbook provides families with information regarding the Outside School Hours Care (OSHC) programs operated by the YMCA Ballarat.

If you have any questions, or would like some further information regarding our services, please contact our friendly OSHC administration staff on the contact number provided, or speak to the lead educator at your OSHC service. We look forward to providing your family with a quality education and care service.

ACCESS AND INCLUSION

The YMCA Ballarat supports and encourages the attendance and participation of **all** children, regardless of ability, cultural background, social or financial circumstances.

Our services acknowledge diversity within the communities in which we operate, and aim to ensure that all children have the opportunity to participate in activities in a fun, safe and nurturing environment.

In order to achieve this goal, staff will:

- Interact with and include all children
- Model appropriate behaviour in relation to cultural awareness and diversity
- Respect the difference in backgrounds of individuals and encourage children and families to do the same
- Commit to professional development relevant to diversity, multiculturalism and assisting children with additional needs
- Liaise with various external agencies to gain assistance and expertise in these areas
- Connect families with services that may be able to provide financial assistance when required

If you require assistance accessing our service, speak English as your second language or would like further information please contact our staff on 5329 2800 and we will happily discuss the resources and supports available to you.

CHILD PROTECTION (SAFEGUARDING CHILDREN)

The YMCA is committed to the safety and wellbeing of all children and young people accessing its programs and services. The YMCA supports the rights of the child and will strive to deliver a child safe environment at all times.

YMCA also supports the rights and wellbeing of our staff and encourages their active participation in building and maintaining a safe environment for children.

OUR COMMITMENT TO CHILDREN AND YOUNG PEOPLE

- *We are committed to providing children with positive and nurturing experiences*
- *We will support families and communities to promote children's healthy development and well being*
- *We will take action to ensure that children and young people are protected from all forms of abuse*
- *We will take action to ensure that children are not exploited, abused or harmed during the time they are involved with any of our programs; services or facilities*
- *We will listen to children and address any concerns they raise with us*

OUR COMMITMENT TO PARENTS AND CARERS

- *We are committed to supporting parents and carers to protect their children*
- *We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children*
- *We are committed to communicating honesty and openly with parents and carers about the safety and wellbeing of their children*
- *We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people*

OUR EMPLOYEES WILL:

- *Conduct themselves in a manner consistent with their position as a positive role model to children and young people*
- *Adhere to the Safeguarding Children and Young People Policy Code of Conduct*
- *Be committed to the safety and wellbeing of all children and young people attending Ballarat YMCA programs*
- *Have read, understood and formally agreed to abide by YMCA policies and guidelines around the safety of children as outlined in the Safeguarding Children and Young People Policy*
- *Support the rights of the child and strive to deliver a child safe environment at all times*
- *Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their Supervisor and where required by law, to the relevant authorities*

A copy of the YMCA Safeguarding Children and Young People Policy is available for parents and carers to access, at every Childrens program and/or service operated by The YMCA Ballarat.

POLICIES

The YMCA Ballarat Children's Services Policies

1. Acceptance and Refusal of Authorisations Policy
2. Administration of First Aid Policy
3. Administration of Medication Policy
4. Anaphylaxis Policy
5. Asthma Policy
6. Child Safe Environment Policy
7. Code of Conduct Policy
8. Complaints and Grievances Policy
9. Curriculum Development Policy
10. Dealing with Infectious Diseases Policy
11. Dealing with Medical Conditions Policy
12. Delivery & Collection of Children Policy
13. Determining the Responsible Person Policy
14. Diabetes Policy
15. Emergency and Evacuation Policy
16. Environmental Sustainability Policy
17. Epilepsy Policy
18. Excursions and Service Events Policy (OSHC)
19. Food Safety Policy
20. Governance and Management of Service Policy
21. Hygiene Policy
22. Incident, Injury, Trauma and Illness Policy
23. Inclusion and Equity Policy
24. Interactions with Children Policy
25. Nutrition, Oral Health & Active Play Policy
26. Participation of Students and Volunteers Policy
27. Privacy and Confidentiality Policy
28. Safeguarding Children and Young People Policy
29. Staffing Policy
30. Sun Protection Policy
31. Supervision of Children Policy
32. Water Safety Policy

The YMCA Ballarat regularly reviews its policies. When policies are due for review families and staff are advised and invited to contribute to the process. These policies are available at your OSHC service or on The YMCA Ballarat website; www.ballarat.ymca.org.au

VENUE DETAILS AND GENERAL INFORMATION

OUTSIDE SCHOOL HOURS CARE AT BACCHUS MARSH GRAMMAR

BEFORE SCHOOL CARE

Bacchus Marsh Grammar	<u>Email : Bacchusmarsh.OSHC@ymca.org.au</u> Ph: TBA	6.30am – 8.30am
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AFTER SCHOOL CARE

Bacchus Marsh Grammar	<u>Email : Bacchusmarsh.OSHC@ymca.org.au</u> Ph: TBA	3.05pm – 6.30pm
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VACATION CARE

Bacchus Marsh Grammar	<u>Email : Bacchusmarsh.OSHC@ymca.org.au</u> Ph: TBA	7.00am – 6.30pm
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PROGRAM CONTACTS

For all enquiries, grievances or comments contact one of the team at the YMCA Ballarat.

YMCA Ballarat Reception

Phone (03) 5329 2800

ballarat@ymca.org.au

Louise Richardson

Phone (03) 5329 2800

Program Director

Louise.Richardson@ymca.org.au

Ballarat

Chrissie Ashmore

Phone (03) 5329 2800

Program Director

Chrissie.Ashmore@ymca.org.au

Bacchus Marsh

Nancy Drever

Phone: (03) 5329 2800

Children's Services Manager

Nancy.Drever@ymca.org.au

Department of Education and Training (DET)

Phone: (03) 5337 8444

Ballarat Office

109 Armstrong Street North,

Ballarat, 3350

Department of Human Services

Phone: 132 468

PUPIL-FREE DAYS

Full Day services will be provided on Pupil Free Days at the OSHC service where a viable amount of bookings is ensured.

It is important to note that families with permanent bookings that fall on a pupil-free day who do not require use of the service will be charged their applicable fee.

FEEDBACK

Feedback from children and their families is welcomed and valued by all staff involved in our OSHC service's operations. The YMCA Ballarat provides online feedback forms and encourages families using our services to complete these each term. All feedback gained through this process is communicated with the OSHC leadership team and is considered in future planning and professional development of staff.

COMPLAINTS, GRIEVANCES AND APPEALS

In line with our Complaints Policy, any concerns regarding your child and/or the program should be discussed with the Lead Educator at the OSHC service. Any other concerns or any issues that you feel remain unresolved after meeting with the Lead Educator should be referred to the YMCA 03 5329 2800 or emailed to Louise.Richardson@ymca.org.au.

The YMCA Ballarat's Complaints policy is available at the OSHC service and online, along with all of the YMCA Ballarat's current policies.

CONFIDENTIALITY

The YMCA Ballarat collects sensitive information for enrolment records, with family consent. This information is stored on our data base, shared with the school and in secured filing cabinets on site at the OSHC service. The YMCA does not disclose this information without consent.

Please refer to our 'Privacy and Confidentiality' policy for further information.

BABYSITTING AND PRIVATE COACHING SERVICES

The YMCA Ballarat does not provide private services (e.g. babysitting). We take all reasonable steps to keep your children safe whilst in attendance at YMCA-managed OSHC services and we take this responsibly very seriously. However, any private babysitting or child minding arrangement made with OSHC staff is outside of our control, and we cannot ensure the safety of your children if you choose to enter into a private arrangement with our volunteers or employees.

ENROLMENTS AND ORIENTATION

ENROLMENT

Families enrolling for the first time must complete the following forms;

- YMCA OSHC enrolment form
- YMCA OSHC booking form
- Direct Debit form (Before & After School Care ONLY; Vacation Care is paid upfront)

Forms are available at Bacchus Marsh Grammar OSHC or on the YMCA Ballarat website: www.ballarat.ymca.org.au. Once completed, families will need to email this information to The YMCA Ballarat, where it will be transferred onto our database, enabling bookings at the OSHC service to be made.

Upon enrolment, families will be offered an opportunity to visit the OSHC venue for a tour, explanation of the OSHC program and to meet the educational staff.

The YMCA Ballarat upholds a two day processing policy all new enrolments.

This allows adequate time for staff to process the enrolment through our internal booking and filing system, prior to your child's first day of attendance. The processing period commences from the time that all paperwork is received by The YMCA Ballarat office.

Children with Medical Conditions:

To best support children with medical conditions, OSHC staff will work with families to create an inclusion plan as part of the child's enrolment. These plans are created so that staff can gain a thorough understanding of the child's medical condition and individual needs in order to fully support their inclusion in the OSHC program.

Children with Additional Needs:

Families of children with additional needs must attend an individual inclusion session with OSHC staff, as part of the enrolment process, prior to bookings being made. During this session the child's needs and abilities will be discussed and an individual inclusion plan will be developed.

Children with Specific Care Needs:

Sometimes children will have some additional care needs that do not fall into the above categories, such as specific cultural practices, family beliefs or personal lifestyle choices. Respect for diversity is very important at the YMCA, and to ensure that these needs are met with the knowledge and respect they deserve, staff may contact families prior to bookings being made in order to discuss these needs. This may take place over the phone, or a meeting with OSHC staff may be requested.

Please note:

- OSHC staff are not able to accept a child until all enrolment forms have been submitted to the YMCA Ballarat, and the child has been booked into the program.
- Parents are responsible for ensuring that their enrolment information is kept current

BOOKINGS

There types of bookings available at our OSHC services are detailed below. To book a child into our programs the relevant booking form needs to be completed (Before/After School Care and/or Holiday Program). These can be found on our website, at our Y Central Office and at Bacchus Marsh Grammar OSHC program. Once enrolled, families can make bookings with Y Central or Bacchus Marsh Grammar OSHC venue.

Permanent (BSC and ASC Only)

A permanent booking is defined as a child booked to attend the service on the same day/s each week or fortnight. Please refer to the Cancellation section of this handbook for information relating to changing or cancelling permanent bookings. Permanent bookings falling on a Public Holiday will incur the regular fee.

Casual (BSC and ASC Only)

Casual bookings are days that do not fall into a regular weekly pattern. These bookings can be made via Bacchus Marsh Grammar venue at least 24hours before the required session or via Y Central up until 2pm on the day of requirement. Last minute bookings will be dependent on available spaces.

Holiday Program

Bookings for our Holiday Program open approximately 3 weeks prior to the commencement of the program. The opening date for each program is advertised on our website and Facebook page.

Bookings can be made at any time after the opening date, however places for these programs fill quickly and it is recommended that families book early.

Bookings for the holiday program must be made and paid for in advance and cannot be refunded or transferred. A booking may only be removed in the instance of illness wherein a *Request for Absence* form is completed with an attached medical certificate within one week of the affected booking.

CHANGES TO CARE ARRANGEMENTS

Before and After School Care

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the school general office and the YMCA office prior to 2pm to notify of the change in care arrangements.

In the event that a child/ren presents to After School Care and they are not on the attendance list, staff will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

In the event that a child/ren presents to Before School Care and they are not on the attendance list, the Before School Care Staff will ask that the parent/guardian stays until the child is booked and signed into the venue. Please note that students will only be booked in on the morning of a Before School Care session if transport and staffing arrangements can already be met.

Vacation Care

If there is a change to care arrangements in Vacation Care, please contact the venue to notify staff.

CANCELLATIONS

No refunds or cancellation fees for absences will be applied for our OSHC services.

BSC/ASC

If you are aware of an absence which will affect your Permanent booking, a Leave of Absence form can be submitted at least one week prior to the absence. This is to allow for any necessary modifications that may be needed to consumable orders and staff requirements. Families are eligible for absences up to 25% of the bookings.

The Leave of Absence form can also be used for occasions where child illness prevents attendance and a medical certificate is supplied within one week of the absence/s.

To change or cancel a permanent booking a Change or Cancellation of Permanent Bookings form will need to be submitted at least one week before the required change.

Once submitted, forms will be processed and families notified of the outcome.

Casual bookings can be removed without charge up to 2 business days before the absence. A Leave of Absence form is not required except in the case of child illness where this form can be submitted up to one week after the absence/s and must include a medical certificate.

Holiday Care

Bookings for the holiday care program cannot be refunded or transferred.

A booking may only be removed in the instance of illness wherein a Request for Absence form is completed with an attached medical certificate within one week of the affected booking. In this case, the fee of the removed day will remain as a credit in the families account.

SIGNING IN AND OUT

Please note that only individuals identified on a child's enrolment form are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID may need to be shown upon pick up. *Under no circumstances will any staff member allow a child to be removed from the centre by an unauthorised person.*

Before School Care

Children must be signed in upon arrival at program. Staff will sign children out of the service upon leaving the venue.

After School Care

Staff will sign students in upon arrival at the venue. Preps will be collected from their classrooms by an OSHC staff member at the end of each school day for Term 1. All other children are required to find their way to the After School Care facility. Children must be signed out by an authorised person upon pick up.

Vacation Care

Children must be signed in upon arrival, and out upon pick up at our Vacation Care programs by an authorised person.

Please refer to our 'Delivery and Collection of Children' and 'Acceptance and Refusal of Authorisations' policies for further information.

CUSTODY INFORMATION

If there is any custody information that the staff need to be aware of, please notify accordingly, and provide copies of all legal documents to staff. We appreciate any information you can provide in caring for your children and will maintain complete confidentiality. Please note that staff cannot legally refuse the release of a child into the care of a parent without a provided court order.

PROGRAMMING

The YMCA Ballarat OSHC team are committed to providing engaging programs that support each students' needs and interests. Our programs align with the 'My Time, Our Place' Framework for School Age Care in Australia and through this target five developmental outcomes; identity, community, wellbeing, learning and communication.

Our venues utilise both indoor and outdoor spaces and use a combination of flexible and structured components in the delivery of their service. We pride ourselves on providing programs that are enjoyable and beneficial for all involved.

Each OSHC venue provides a unique experience, with their own philosophy and pedagogy reflective of their staff, children, families, environment and community.

The services' current program and philosophy are always on display at the site, and family contribution and feedback is encouraged.

STAFFING

The YMCA Outside School Hours Care programs are licensed by the Department of Education and Training. We follow a ratio of 1 staff: 15 children in house, 1:12 for private excursions, 1:8 for public excursions and 1:5 for water activities. There will always be a minimum of two staff on duty. Our staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. The name of the person responsible for the service (Lead Educator) will be on display each day at the service.

YMCA BEHAVIOUR GUIDANCE

In order for the program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities and excursions

Having supportive relationships with the educators and staff members enables children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

Please inform staff at the time of enrolment or booking if your child requires any assistance with settling or behaviour guidance so we can ensure we provide a program that is inclusive or their individual needs.

Please refer to our 'Interactions with Children' policy for further information.

WHAT TO BRING

Children will need to bring the following items when attending our services;

- An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outside play. Hats must be worn from September 1st to April 30th. Children without hats will have outdoor play restricted.
- Personal Sunscreen if allergies exist
- A refillable drink bottle
- *Vacation Care Only*– Morning tea, lunch and afternoon tea
- Clothing should be;
 - Suitable for weather conditions (warm coat, rain coat, long sleeves etc.)
 - Comfortable and allow for easy participation in activities

All belongings should be labelled.

Please note that valuables and money should be left at home. The YMCA Ballarat will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

SUNSCREEN

Sunscreen will be supplied by the program and applied every hour when going outdoors. Please provide own product if required.

Please refer to our 'Sun Protection' policy for further information.

LOST PROPERTY

Families are requested to take home children's property and art work at the end of each day. We also encourage families to label any items brought from home with the potential to be misplaced (hats, jackets, toys, lunchboxes etc.).

Lost property will be displayed at each venue and it is recommended that you browse through this regularly regardless of whether you are missing something or not, to ensure that an item has not been lost unknowingly.

Any items that remain unclaimed for one month will be used by the service or donated to charity.

If your child has a special diet or develops an allergy after you have enrolled please remember to advise the staff and update your enrolment form.

Please provide your child with morning and afternoon tea and lunch each day during the Vacation Care program.

Occasionally, the venues will have cooking activities. When this is planned, it will appear in the program, which is available at the venue.

Please refer to our 'Nutrition, Food and Beverages, Dietary Requirements' policy for further information.

OUTSIDE SCHOOL HOURS CARE FEES

Please note that these prices are BEFORE any Centrelink Benefits are applied.

Program	Permanent Booking	Casual Booking
Before School Care	\$27	\$32
After School Care	\$32	\$37
After School Care End of Term Fee	N/A	\$38
Vacation Care/pupil free days	N/A	\$90

LATE COLLECTION POLICY

When children are collected after closing time, the account holder will incur a late fee. The fee is charged at \$1.00 per minute. CCS cannot be claimed against this amount. The YMCA Coordinator will aim to make contact with the BMG School representative at 6.30pm to seek direction however, if no emergency contacts can be reached by 7:00pm, the Police and Child Protection will be called and arrangements made for the care of the children.

DIRECT DEBIT

The payment method for Outside School Hours Care is Direct Debit.

Accounts are debited on Thursdays on a fortnightly basis. The amount debited will include bookings for the previous and current week, including the Friday after the Direct Debit is processed. We will debit the amount shown as your outstanding balance in your OSHC account. In the case of a public holiday, the direct debit will occur on the following business day.

Electronic statements will be sent to account holder's email on the Monday before each direct debit. There is no fee for this service. Please note that the statement you receive is subject to change due to bookings made after the statement has been received or potential Centrelink adjustments.

Any additional bookings made for Thursday or Friday of the Direct Debit week after it has been processed will be included in the following fortnight's payment.

Vacation Care accounts must be paid at the time of booking and are not included in the Direct Debit process.

The following fees will be incurred to process direct debit payments:

Set Up Fee	
Once only fee per new family	\$2.20
Transaction fee	
Bank, Cheque, Credit Union or Building Society account	\$0.66
Visa and MasterCard	1.4% (min \$0.66)

Please note that we are not responsible for these fees as our direct debits are processed by a third party. As such, these fees are subject to change.

Your Direct Debit Obligations

It is your responsibility to ensure that sufficient funds are available in your account and that you have provided us with correct bank or credit card details. It is your responsibility to let us know if any of these details change.

If the direct debit is declined for any reason you need to be aware of the following;

- (a) You will be charged a \$15.00 administrative fee per occurrence by YMCA Ballarat and you may incur bank fees imposed by your financial institution and Ezidebit.
- (b) You must arrange for payment by contacting the YMCA of Ballarat within 3 business days of receiving an SMS notifying you of the rejected direct debit.
- (c) The YMCA of Ballarat will remove future bookings if full payment is not received within 4 business days following a declined direct debit payment. These bookings will only be reinstated once payment is received.
- (d) The YMCA of Ballarat may refer your account to a debt recovery service if payment is not made within 14 days

STATEMENT DATES 2018

JULY 2018			AUG 2018		SEP 2018		OCT 2018		NOV 2018		DEC 2018	
2	16	30	13	27	10	24	8	22	5	19	3	17

*In the event that a public holiday is on a Monday, statements will be sent the following day

DIRECT DEBIT DATES 2017/2018

JULY 2018		AUG 2018			SEP 2018		OCT 2018		NOV 2018		DEC 2018	
5	19	2	16	30	13	27	11	25	8	22	6	20

CHILD CARE BENEFIT

Childcare Subsidy enables families to receive a discount directly off the daily service fee.

The amount of subsidy that families will receive will be based on three things:

1. Their combined family income
2. The Level of 'approved' activity they undertake
3. The type of child care service they use.

Families will receive benefits off their fee once they have approved their bookings using their myGov account. It is important that families approve their attendances as families will not receive or be backdated for any days that are attended before approving through their myGov account.

Department of Human Services sends our service updated listings via internet connection every day; however the contract remains between the DHS and individual families. It is therefore your responsibility to notify the DHS of any changes to your income.

DHS phone number is 132 468. Families do not need to register a customer service number with the DHS for each venue they are using; this information is included in the Child Care Subsidy System (CCSS) procedure that is already in place.

CHILD CARE BENEFIT RECORD OF ABSENCES

Allowable and Approved Absences

In accordance with the Department of Education, Employment and Workplace Relations guidelines, payment of Child Care Subsidy will be paid for a child's absence from care for up to **42 days** per financial year. If a child is absent on the day where Child Care Subsidy is claimed the parent/guardian is required to nominate the reason for their absence to the OSHC service. Once the child has reached 42 allowable absence days, CCS is not paid for any further absences unless the absences are taken for an approved absence day reason. CCS can only be paid for an allowable or an approved absence day if the child would normally have been in care on that day. The hours of CCS paid for an allowable or approved absence day are the usual number of hours a child's family would have been eligible for on that day.

When a child is absent from the service families will be charged 25% of their normal fee.

For any further details or clarification on the above please see your Department of Human Services.

MEDICAL AND EMERGENCY MANAGEMENT

MEDICAL CONDITIONS

To ensure the best care for all children, we ask that families communicate with us regarding medical conditions and provide any relevant details that will assist in providing a safe and informed environment.

Any child with a diagnosed medical condition a full coloured copy of the participant's management plan signed by the doctor is required. In addition, a Medical Conditions Risk Minimisation Plan, and Medical Conditions Communication Plan will be developed by staff in consultation with families prior to booking.

Please refer to our 'Dealing with Medical Conditions', 'Anaphylaxis', 'Asthma', 'Diabetes' and 'Epilepsy' policies for further information.

MEDICATION

Families are asked to sign in all participants' medication. Full details, including dosages, times, participant's name, doctor's name and expiration date must be provided and staff will co-sign once medication has been administered. Medication must be in its original container, bearing the original label with the name of the child to whom the medication is to be administered, and be within its expiry date. All medicines will be kept in a secure location, out of reach of children. The medication register can be found when signing children in/out. Please ask one of our staff for assistance.

Please refer to our 'Administration of Medication' policy for further information.

INCIDENT, ILLNESS, INJURY AND TRAUMA

All incidents, injuries, illnesses or traumas and the treatment given for these will be recorded on our Incident, Injury, Trauma and Illness Record. Authorized contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately.

Parents are requested to ensure that the daily telephone contact number and the contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called.

The cost of the ambulance or any medical expenses will be covered by the child's family.

Please refer to our 'Administration of First Aid' and 'Incident, Injury, Trauma and Illness' policies for further information.

EMERGENCY AND EVACUATION

Individual Emergency Management Plans are in place at each OSHC venue. Evacuations will be rehearsed each term with the children at the service.

Please refer to our 'Emergency & Evacuation' policy for further information.

INFECTIOUS DISEASE EXCLUSION

If the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from www.nhmrc.gov.au/

You can also refer to our 'Dealing with Infectious Diseases' policy for further information.



**Thank you for choosing The YMCA of Ballarat as your
Outside of School Hours Care provider.**