



Out of School Hours Care

Handbook

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Welcome to The Patch Primary School OSHC Program!

We aim to provide a fun, friendly, supportive, interesting and inspiring program of supervised care for your child before and after the normal school day. Children are provided with breakfast or afternoon tea during the sessions and are also given the opportunity to be involved in a variety of both structured activities and free play. Children's individual needs are attended to whenever possible and we are always looking for ideas and feedback from both children and their families on ways we can continue to improve the program. Notes can be left in the Suggestion Box or you are always welcome to speak to any of our staff, all of whom are very friendly and approachable. Also, the school Newsletter regularly contains important information about OSHC so please keep an eye out each fortnight, available on the school website (www.thepatchps.vic.edu.au).

Additional information on hours, fees, payment of accounts etc is found in the program "Guidelines" document available from OSHC or the school office. This handbook provides an overview of the programs policies. Complete policies are available on request from staff.

We hope your family enjoys its association with OSHC and we look forward to getting to know you.

Thank you for sharing your children with us.

The Patch OSHC philosophy and goals are to provide:

- A safe, secure, happy and friendly and supportive environment where all children, families and caregivers feel self-worth and are comfortable and welcome. Children are knowledgeable beings and our service aspires to encourage their individuality and enhance their skills and experiences.
- We aim to provide a place where all children:
 - Participate with fairness, inclusion, empathy and respect.
 - Organise their own play, have fun, make friends and help to decide day to day activities
 - Celebrate theirs and other children's achievements as well as sharing their experiences and knowledge, building a sense of belonging and strengthening their social and emotional development
 - Explore, accept challenges, work collaboratively in a group and create using different mediums and equipment
 - Are encouraged to be responsible for their own actions, environment, personal hygiene and physical well being
- We aim to provide a place where families and caregivers are encouraged to share their interests, culture and skills.

The Patch Primary School OSHC

Rules, Feelings and Consequences.

Developed by OSHC children and carers and
updated in Nov 2012

WE DO NOT:

Physically hurt each other in any way (Kicking Punching Hitting etc).
Make others feel unwelcome by ignoring or excluding them.
Leave the hall without asking a carer for permission.
Call each other names or use put downs.
Sit on the window sills (for dead bugs only).
Kick the ball inside or play ball games in low roof area.
Stand on chairs or tables.
Run unless a game is in progress.
Pick each other up.
Enter storerooms or kitchen without permission.
Do any form of acrobatics.
Play in the toilet area.
Throw things we are not meant to.

BUT IF WE DO (Consequences):

WE:

Sit apart for 5 minutes to cool down and or think about our behaviour.
Discuss behaviour with carer and or other child.
If a satisfactory result can not be achieved – another 10 minutes sitting apart.
Further discussion and if a satisfactory result cannot be achieved parent will be notified.
If inappropriate behaviour continues, the school Principal may be notified and a meeting arranged with parents or guardians to discuss the behaviour.
If behavioural issues cannot be resolved, the child/children will be excluded from the program.

WE WILL TRY TO:

Have fun and enjoy ourselves.
Join in the games.
Look after property that is ours and others.
Happily help and pack up when needed.
Make friends.
Treat others how we would like to be treated.
Be co-operative.
Watch out for each other.
Respect each other for our differences.
Treat others with courtesy, kindness and respect.
Be respectful of our equipment.
Be honest.

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Family Induction & Orientation

Each family will be provided with an enrolment form and program guidelines. All new families will be given the opportunity to have a tour of the OSHC premises, highlighting specific policies and procedures that parents need to know about the service. A copy of this Parent Handbook will be offered along with the opportunity to have all questions answered. New parents and children are invited to come into the service prior to starting to observe how the program operates. All new families are encouraged to share information about their child including their strengths, interests, abilities and needs, plus any concerns, doubts or anxieties they may have regarding enrolling their child at the centre. All new children will be introduced at mat time and children familiar with the service will be appointed to help them settle in.

Individual Health Needs

In order to provide a safe environment for children, parents/guardians are required to provide their child's medical and dietary information on their enrolment form and update it when necessary.

This information is critical to the well-being of children attending the program and individual medical health plans may be designed for children with serious health conditions. Children's medication must be handed to OSHC staff and written permission received, required dosage and time for its administration.

Parents and guardians will be notified where possible if their child/children are unwell and arrangements should be made to collect the children as soon as possible.

Sound accident prevention strategies are adhered to at all times to reduce the incidence of accidents occurring.

In the case of an accident occurring, first aid will be administered and parents notified if medical aid or hospitalisation is required. All accidents will be recorded.

What parents/guardians need to do

Provide OSHC staff with current medical and dietary information for all children attending the program.

- Hand all medication to staff with written permission, including required dosage & time for its administration.
- Update Asthma/Anaphylaxis plans at least annually.
- Where required, Epipens must be provided.

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Staff Procedure

1. Medication

- Medication should be stored out of reach of children, at an appropriate temperature, (refrigerator or locked cabinet).
- Medication will only be administered by staff if the following criteria are met:
 - A parent or guardian has completed and signed an authority to administer medication.
 - Medication is clearly marked with the child's name, dosage quantity & frequency, and is in its original container, showing the date of dispensing and expiry date.
- Staff members are required to verify the dosage with another staff member. After medication is administered, the staff member will enter the following details in the medication book:

Date; time; medication; dosage; staff member who administered the dose, staff member who verified.
- On collection of the child, the parent, guardian or emergency contact must also sign the medication book.
- Medication must not be self administered without the direct supervision of a staff member.
- In the case of an anaphylaxis or asthma emergency, medication may be administered to the child without authorisation.

2. Unwell Children

- If a child becomes unwell, parents, guardians or emergency contact will be notified as soon as possible, where possible, and arrangements should be made to collect the child as soon as possible.
- Staff must monitor unwell children and attempt to provide a quiet, comfortable area while they await collection.
- In the case of an accident occurring, first aid will be administered and parents, guardians or emergency contacts notified if medical aid or hospitalisation is required. If necessary, an ambulance will be called. An Accident, Trauma, Injury, report will be filled out, where appropriate and the parent, guardian or emergency contact must also sign this on collection of the child.
- A copy of the Accident/Trauma/Injury/Incident report is provided to the school for entry onto Cases 21 where external medical assistance is required. Where appropriate, a serious incident notification will be completed within 24 hours.

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3. Head Lice

- If a child is observed with head lice, staff will contact the parents, guardian or emergency contacts, so that they may collect the child as soon as possible for treatment.

Administration of First Aid

The Patch Primary OSHC is committed to:

- providing a safe and healthy environment for all children, educators, staff and others attending the service
- providing a clear set of guidelines in relation to the administration of first aid at the service
- ensuring that the service has the capacity to deliver current approved first aid, as required

What parents/guardians need to do

- provide the required information for the service's medication record
- provide written consent (via the enrolment record) for service staff to administer first aid and call an ambulance, if required
- be contactable, either directly or through emergency contacts listed on the child's enrolment record, in the event of an incident requiring the administration of first aid

Anaphylaxis

The Patch Primary School OSHC believes that the safety and well-being of children who are at risk of anaphylaxis is a whole-of-community responsibility. We are committed to:

- Providing, as far as practicable, a safe and healthy environment in which children at risk of anaphylaxis can participate equally.
- Ensuring each staff member has adequate knowledge of allergies, anaphylaxis and emergency procedures.
- Actively involving the parents/guardians in the management of their child's anaphylaxis at OSHC.
- Facilitating communication to ensure the safety and well-being of children at risk of anaphylaxis.

What parents/guardians need to do

- Ensure that OSHC records are kept up to date with respect to food/allergies.
- Discuss your child's needs with the co-ordinator.
- Provide staff with a complete Epi-Pen kit and Management Plan, where required.

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Medical Conditions

Both staff and families at The Patch Primary School OSHC Program aim to provide a safe place for the children in their care, To do this it is essential that an accurate and current medical/action plan for children with a medical/allergy condition is always available

Families of children who are enrolled in The Patch PS OSHC Program with a specific healthcare need including Asthma, Anaphylaxis, Diabetes, Allergy or relevant medical condition MUST provide a medical management/action plan. The plan must be prepared in consultation with their medical practitioner and must be updated at least annually, or more often if required

Acceptance and Refusal of Authorisations

This policy outlines procedures to be followed when:

- obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment record
- refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

The Patch Primary OSHC is committed to:

- ensuring the safety and wellbeing of all children attending the service
- meeting its duty of care obligations under the law

Control of Spread of Infectious Disease

The Patch Primary OSHC aims to provide a healthy environment for all children attending our program. The application of preventative measures through an infection control process aims to prevent the spread of infections and will be followed by all people in the OSHC centre.

This will be achieved by:

- Staff will follow all procedures documented in the services Food Handling and Hygiene document
- Staff will follow all procedures for the management of blood / bodily fluid spills
- Human Services minimum period of exclusion for infectious diseases will apply to all children attending the service
- Parents and guardians will be notified where possible if their child / children are unwell and arrangements should be made to collect the children as soon as possible. Children who are unwell and have been in the school sick bay will not attend OSHC

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What parents/guardians need to do

- Not to send children to the program who have been sent home from school sick during that day.
- Not to send children who have not exceeded the minimum period for exclusion as defined by the Health (infectious Diseases) Regulations 2001 (see table below).
- Collect a child who becomes sick whilst attending the program, as soon as is possible.
- Ensure emergency contact details are current and contact numbers are kept up to date.

School exclusion table

Schedule 6: Minimum period of exclusion from schools and children's services centres for infectious diseases cases and contacts.

The following table lists all the excludable conditions for cases and contacts, from schools and children's services centres, under Regulation 13 and 14 of the *Health (Infectious Diseases) Regulations 2001*.

Disease or Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (<i>Entamoeba histolytica</i>)	Exclude until diarrhoea has ceased.	Not excluded.
Campylobacter	Exclude until diarrhoea has ceased.	Not excluded.
Chickenpox	Exclude until fully recovered or for at least 5 days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis (<i>Acute infectious</i>)	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude until diarrhoea has ceased or until medical certificate of recovery is produced.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.

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Haemophilus type b (Hib)	Exclude until medical certificate of recovery is received.	Not excluded.
Hand, Foot and Mouth disease	Until all blisters have dried	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded.
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immunodeficiency virus infection (HIV/AIDS)	Exclusion is not necessary unless the child has a secondary infection	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until well.	Not excluded.
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded.
Measles	Exclude until at least 4 days after the onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school.
Meningitis (bacteria)	Exclude until well.	Not excluded.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.

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Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until diarrhoea ceases	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Trachoma	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing <i>Escherichia coli</i> (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary.	Not excluded.
Whooping cough	Exclude the child for 5 days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.
Worms (Intestinal)	Exclude if diarrhoea present.	Not excluded.

Exclusion of cases and contacts is **not** required for Cytomegalovirus Infection, Glandular fever (mononucleosis), Hepatitis B or C, Hookworm, Cytomegalovirus Infection, Molluscum contagiosum, or, Parvovirus (erythema infectiosum fifth disease).

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Nutrition/Food Handling and Hygiene

Snack and meal times should provide positive learning experiences for children who will be encouraged to develop healthy eating habits. Where children are on special diets the parents/guardians will be asked to provide a list of suitable foods and their child's preferences. Our centre is nut free due to allergies. Snacks provided will include, but not limited to, a variety of nutritious foods including breads, pasta, rice, cheese, vegetables, soups and fresh fruit. Breakfast should include a variety of nutritious cereals, low fat yoghurt, bread and low fat milk. Wherever possible fresh seasonally available produce, free from preservatives and additives will be used. Water is the preferred drink for children attending OSHC and it is always readily available. The snack menu will be displayed in an area visible to parents and children.

Parent's and children's input always welcome.

What parents/guardians need to do

Ensure that OSHC records are kept up to date with respect to food allergies and dietary requirements.

Where special dietary requirements exist, provide suggestions on appropriate menu items.

Review snack menu's and provide feedback to programme staff.'

All food brought from home:

MUST be nut free and comply with the requirements of this policy.

MUST be suitable to be stored for up to 9 hours without refrigeration.

MUST NOT require heating.

Food Handling & Storage

Appropriate food handling, storage and preparation methods are vital to ensure appropriate levels of hygiene are met.

Bench tops are washed down with HOT, soapy water before and after food preparation and gloves used for cleaning, naturally, will never be used to touch food.

Staff members are required to check all use-by dates and must apply the "first in, first out" principle.

Fruit and vegetables are washed thoroughly and separate utensils are used for raw and ready-to-eat foods to avoid cross contamination. All foods, especially those of animal origin, are cooked thoroughly. Cooked or ready-to-eat foods are handled with tongs, spoons, spatulas or disposable gloves. All utensils are washed in HOT, soapy water and detergent and returned to cupboards after drying.

Raw and cooked foods are stored separately. All foods stored in the refrigerator are covered with plastic wrap or lids. Canned foods are transferred to containers and never stored in open cans. The refrigerator

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temperature is monitored and we do not re-freeze food which has been thawed already.

Chemicals and cleaning equipment are kept well away from food preparation areas.

Sun Protection

All children and staff will wear hats in terms 1 and 4. Hats should be wide-brimmed or of the type with peak in front and long at back to protect neck. School uniform applies – No singlets. Children without hats will be provided with one and parents charged on their OSHC invoice. Sunscreen will not be provided due to allergies.

Parents are encouraged to supply sunscreen for their own children and to remind them of regularly reapplying whilst outside. OSHC staff are to be informed by parents if they wish their child to be reminded of sunscreen reapplication.

Activities will be based in the hall or in shaded areas in very hot weather.

What parents/guardians need to do

If sun screen is required, ensure that your child has sufficient sun screen product for their time in the program, and carers notified in writing if assisted application is required.

During pupil free days, parents/guardians need to ensure weather appropriate clothing is worn/provided every day. Thongs, tank tops and singlets are not permitted.

Attendance at OSHC

With increasing demand for places at The Patch OSHC care service comes the need for additional appropriately trained/experienced staff. Children can only be accepted into the program if suitably experienced staff are available to cater for individual children's needs.

These measures ensure that The Patch OSHC program provides an inclusive, safe and happy environment for all who attend.

Should a child display unacceptable behaviour and behaviour guidance procedures have been followed, parents/guardians will be notified. In this event, the parent/guardian is expected to arrange for early pick of their child/children from the program. Unacceptable behaviour may result in exclusion from further programs.

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Emergency Management Plan

In the event of an emergency during a OSHC program session, the role of the OSHC staff will vary depending on the availability of the School Principal. The roles of both school staff and OSHC staff are defined in The Patch Primary School, Out of School Hours Care Emergency Management Plan, and will be followed in the event of an emergency.

If an emergency occurs in the School Hall, the OSHC staff will evacuate to the main school building. If the emergency involves all buildings, the evacuation point will be the oval. OSHC staff should collect student files, first aid kit/medication and the roll. When assembled, the OSHC staff should mark the roll immediately.

If the emergency is in the school grounds or in the near vicinity, the School Hall will be used to house the children until it is safe for them to be collected by their parents or authorised person.

During an emergency:

All windows and doors will be shut (not locked)

The windows, front and back doors shutters will be put into position as soon as possible.

Parents may remove their children from the hall when deemed safe by the coordinator/response authority by signing the release form in the usual way **(in the event of a lockdown situation, no students are permitted to leave until authorities deem the situation to be resolved)**

If the emergency starts during the school day, or prior to school commencing and the Principal is on site, she or the response authority will be in control of the emergency situation. The OSHC will assume control of the emergency if it is out of normal school hours and no administrator is on the school grounds.

In the event of any local threat being known at 3.30pm, the Principal of The Patch PS (or delegate) will continue control of the emergency in coordination with response authorities and school OSHC staff.

What parents/guardians need to do

Ensure parents and children are familiar with the OSHC Emergency Management Plan.

Ensure all emergency contact details are accurately maintained.

• Water Based Activities

It is the policy of The Patch Out Of School Hours Program NOT to attend any 'bodies of water' during the program.

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Protective Care

The Patch Primary OSHC Program believes strongly that, children attending our program and their families should be confident in the knowledge that they will be cared for in a safe environment and protected as much as possible.

The buildings and play areas used will be maintained to an appropriate standard to ensure they are as risk-free as is practicable.

Our staff must be prepared for and handle effectively all issues relating to child protection in compliance with our legal requirements whilst observing confidentiality at all times.

Families must provide details of access arrangements to ensure that child protection laws are followed. The families must provide this information at the beginning of each year, and if at any time the arrangements change. All OSHC staff must be aware of the current access arrangements. If there is an access arrangement in place, staff will make every reasonable attempt to adhere to it.

All childcare workers have a duty of care to the children they care for.

Interactions with Children

The Patch Primary OSHC is committed to:

- maintaining the dignity and rights of each child at the service
- encouraging children to express themselves and their opinions, and to undertake experiences that develop self-reliance and self-esteem
- considering the health, safety and wellbeing of each child, and providing a safe, secure and welcoming environment in which they can develop and learn
- maintaining a duty of care towards all children at the service
- considering the diversity of individual children at the service, including family and cultural values, age, and the physical and intellectual development and abilities of each child
- building collaborative relationships with families to improve learning and development outcomes for children
- encouraging positive, respectful and warm relationships between children and educators/staff at the service

Determining Responsible Person

The Patch Primary OSHC is committed to:

- meeting its duty of care obligations under the law
- ensuring staffing arrangements contribute to the health, safety, wellbeing, learning and development of all children at the service
- meeting legislative requirements for a Responsible Person to be on the service premises at all times

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No Smoking/Drug and Alcohol Free Environment

The Patch Primary OSHC, in line with the Victorian Government Schools guidelines, is a no smoking area.

We, therefore, ask that staff, families and visitors refrain from smoking whilst on the premises or on excursions.

Staff must not consume or be affected by alcohol or drugs (including prescription medications) that may impair their capacity to provide appropriate care.

What parents/guardians need to do

Refrain from smoking whilst on the premises, or on excursions.

Delivery and Collection of Children

Staff at The Patch OSHC program are responsible for ensuring that children are safe at all times. In line with this the following policy is in place for collection of children

- Maintain accurate records of attendance.
 - Sign children out when leaving for school.
 - Perform a roll call at the start of after school sessions and sign in children. If not all expected children present, staff to contact school office to inform of absence, and office to locate child or contact parents.
 - Ensure only authorised persons (over the age of 18) collect children.
-
- If any child has not been collected by 6.45pm and staff have been unable to contact parents/guardians/authorised nominees and other persons entitled to collect, The Patch Primary School Principal and local police will be called for their assistance.
 - Under their duty of care, staff are unable to release a child(ren) to the care of an authorised person under the age of 18 or considered to be in an unfit condition (for example drug or alcohol affected). If any authorised person arrives to collect a child(ren) in a unfit condition, staff will endeavour to contact an alternative authorised person to collect the child(ren). If no other authorised person can be contacted, The Patch Primary School Principal and/or local police will be called for their assistance.

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What parents/guardians need to do

- Ensure that all authorised persons are over the age of 18 and aware of the requirements for drop off and collection of children to and from the OSHC programme and comply with the requirements of this policy.
- Provide up to date and accurate records of persons authorised to collect their children.

Before School Care Arrival:

- Escort child(ren) into hall
- Sign roll, marking time of arrival
- Ensure staff are aware of child(ren) arrival.

After School Care Departure:

- Only authorised persons to collect child(ren)
- Sign roll, marking time of departure
- Ensure staff are aware of child(ren)s departure

Participation of Volunteers and Students

The Patch Primary OSHC is committed to:

- supporting connections with educational institutions to provide opportunities for students to undertake practicum placements as part of their studies
- building relationships with community members and providing suitable opportunities to engage volunteers to contribute to the programs and activities of the service
- ensuring the health, safety and wellbeing of each child at the service through consistent compliance with this policy and procedures when engaging volunteers and students.

Excursion and Service Events (Incursions)

The Patch Primary School OSHC is committed to:

- providing opportunities through the educational program for children to explore and experience the wider environment and broader society
- ensuring that all excursions and service events are accessible, affordable and contribute to children's learning and development
- ensuring the health, safety and wellbeing of children at all times, including during excursions and service events
- providing adequate supervision of all children during excursions and service events.

Grievance & Complaints

The program welcomes all parent feedback, including their grievances and complaints, as it believes this will help to improve the services provided. The centre wishes to foster positive relations between all parents, management and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact on, or affect the day to day well being of the centre or its clientele in a fair, prompt and positive manner.

All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.

- Where a parent wishes their grievance to remain confidential this will be honoured. However parents will be advised that issues cannot always be resolved if the parent chooses to remain anonymous.
- Where a staff member believes they should share a confidence with another person, in order to resolve an issue, they will inform the parent of this need prior to any further discussions on the matter.
- Whenever a complaint or grievance is received, it will be analysed to determine policy revision or development requirements.

What parents/guardians need to do

1. The parent/guardian should discuss the problem with the staff member concerned, as soon as possible.
2. If the parent/guardian is dissatisfied with the outcome, they should then inform the program co-ordinator. The co-ordinator will then try to resolve the issue.
3. If the parent/guardian is still unhappy with the situation, the parent/guardian may ask the co-ordinator to take the matter to the school principal. Alternatively, the parent/guardian may approach the principal themselves.
4. After discussion and investigation the school principal will advise the parent/guardian and co-ordinator of the decision.
5. If the parent/guardian remains unhappy with the outcome, the matter should be taken to School Council and, if necessary, a mediator may be called in to resolve the issue.

Staffing

The Patch Primary OSHC is committed to:

- ensuring that the health, safety and wellbeing of children at the service is protected at all times while also promoting their learning and development
- fulfilling a duty of care to all children attending the service
- providing accountable and effective staffing and management practices

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- employing educators with a range of relevant qualifications and experience to provide a quality educational program that meets the needs of children and families in the community
- employing educators according to policy and legislative requirements.

Governance and Management

The Patch Primary School Council will provide and sponsor an out of hours care program for students from our school that complies with The Education and Care National Regulations 2011.

The Patch Primary School aims to provide a high quality primary school –aged childcare service for students at our school which is community based, complies with all regulations, is flexible and meets each child’s need for care in a creative, stimulating and secure environment before and after school.

Celebrating Our Achievements

At The Patch school we celebrate the efforts of our students by mentioning their participation in school events and their achievements in our school newsletter. Occasionally photographs of students are included along with examples of their work. On the school web site, there are images of students but we only ever use group photographs and we identify a student only by their first name and grade. If an individual photograph and full name is required, we will only publish this on the consent of the parent and student.

We invite local press to school events, and they are expected to follow school policy on the publication of photographs of students. When a story is about an individual achievement we will always seek your consent before passing information or photographs to the press for publication. Unless a story features an individual child, only group photographs are published and students identified by first name and year only.

If you have any concerns about how photographs of your child may be used by the school, please let us know.

Privacy

Personal information is collected and used by The Patch Primary Out of School Hours Care to:

- provide services or to carry out the program’s statutory functions
- assist the program services and its staff to fulfil its duty of care to students
- plan, resource, monitor and evaluate program services and functions
- comply with statutory and or other legal obligations in respect of staff
- investigate incidents or defend any legal claims against the program, its services, or its staff,
- comply with laws that impose specific obligations regarding the handling of personal information.

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The OSHC staff use personal information of students and parents to:

- keep parents informed about matters related to their child's care
- look after students' developmental, social and health needs
- celebrate the efforts and achievements of students
- complete day-to-day administration
- satisfy the school's legal obligations
- allow the school to discharge its duty of care.

The school will use and disclose personal information about a student or parent when:

- it is required for general administration duties and statutory functions
- it relates to the purposes for which it was collected
- for a purpose that is directly related to the reason the information was collected, and the use would be reasonably expected by the individual, and there is no reason to believe they would object to the disclosure.

The school can disclose personal information for another purpose when:

- the person consents
- it is necessary to lessen or prevent a serious or imminent threat to life, health or safety
- it is required by law or for law enforcement purposes.

Obtaining Consent

Where consent for the use and disclosure of personal information is required, the school will seek consent from the appropriate person. In the case of a student's personal information, the school will seek the consent from the student and/or parent depending on the circumstances and the student's mental ability and maturity to understand the consequences of the proposed use and disclosure.

The Patch Primary School will generally seek the consent of the student's parents and will treat consent given by the parent as consent given on behalf of the student.

Accessing personal information

A parent, student or staff member may seek access to their personal information, provided by them, that is held by the school.

Access to other information maybe restricted according to the requirements of laws that cover the management of school records. These include the Public Records Act and the Freedom of Information Act.

Updating personal information

The school aims to keep personal information it holds accurate, complete and up-to-date. A person may update their personal information by contacting staff. The OSHC program relies on your enrolment form with our program for up to date information.

Policy Information

Security

OSHC staff and students have use of information and communications technologies (ICT) provided by the school. This use is directed by:

- Department of Education and Training's acceptable use policy for Internet, email and other electronic communications
- Department of Education and Training IT security policy.

Information collected

- The OSHC Program web site is currently under development.

Complaints under privacy

Should the school or the Program receive a complaint about personal information privacy this will be investigated in accordance with the Department of Education and Training's privacy complaints handling policy.

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