



LINDISFARNE

Anglican Grammar School

Out of School Hours Care





Welcome to Out of School Hours Care at Lindisfarne

Lindisfarne Out of School Hours Care (OOSHC) welcomes you and your children. All OOSHC educators are fully trained to ensure all students are cared for in a welcoming, supportive and stimulating environment. The OOSHC programs provide appropriate developmental support for each child. Communication between home and OOSHC is vitally important. Parents and guardians are encouraged to contact the OOSHC Coordinator or Head of Junior School with any concerns or feedback. Suggestions about the OOSHC service are welcome and contact can be made via the suggestion box and feedback sheets issued each vacation care period.

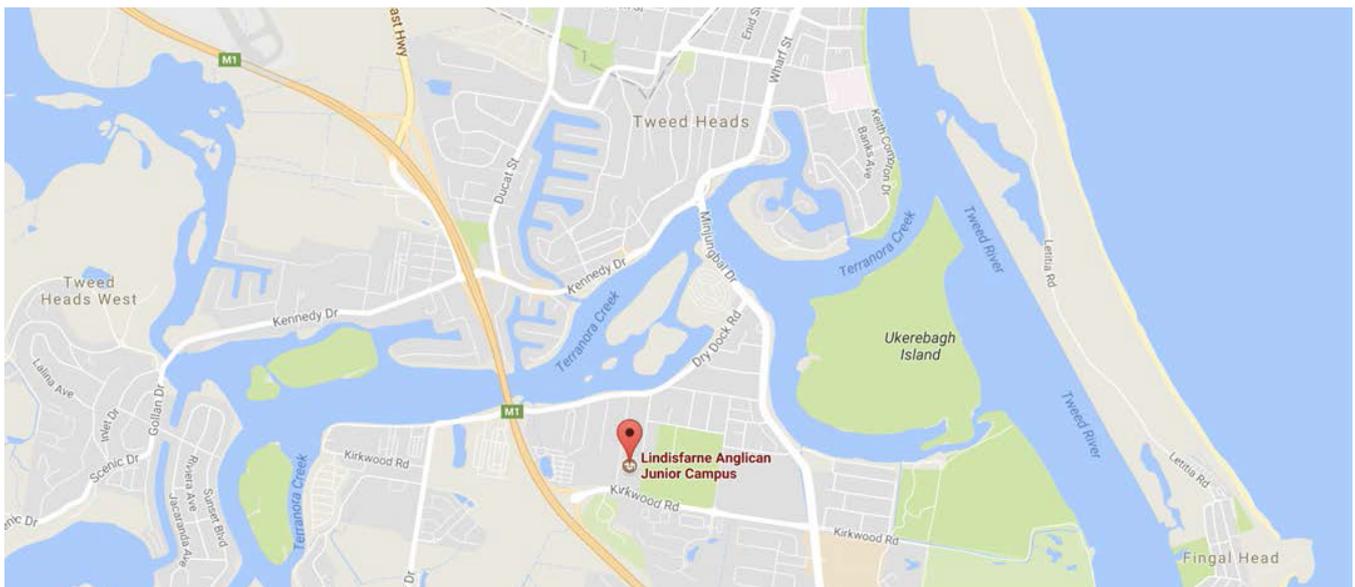
OOSHC Opening Hours

Before School Care:	7.15am to 8.15am (Kindergarten to Year 4) 7.15am to 8.45am (Preschool)
After School Care:	3.00pm to 6.00pm (NSW local time)
Vacation Care:	8.00am to 6.00pm (NSW local time) — school holiday period

Contact Us

Email	ooshc@lindisfarne.nsw.edu.au
Phone	07 5590 5099
Mobile	0407 905 099 (<i>excursions only</i>)
Website	www.lindisfarne.nsw.edu.au

Junior School Campus Sunshine Avenue, Tweed Heads South NSW 2486



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Philosophy



Lindisfarne Anglican Grammar School is a high-quality, independent, Anglican, co-educational grammar school that serves the southern Gold Coast, Tweed Coast and northern New South Wales. Underpinned by the School's core values of compassion, wisdom and respect, Lindisfarne seeks to provide the distinctive identity, relationships, learning and leadership that support our staff and families to work together to meet our high expectations for the achievement and holistic development of our students in our local, national and international communities.

Our aim at Lindisfarne OOSHC is to operate under the banner of this philosophy. We provide a warm, friendly, safe and secure environment where children are nurtured and supported by dedicated and qualified educators. We deliver varied programs with stimulating and worthwhile activities which develop the children's independence and provide opportunities to broaden their understanding of the world in which they live. The importance of a holistic view of middle childhood is recognised and we cater for individual needs by encouraging children to learn at their own pace whilst fostering unique abilities in an affirmative way.

Our program is guided by My Time, Our Place — Framework and the National Quality Framework. At Lindisfarne Anglican Grammar School, our model of learning is based on the philosophy that quality educators achieve outstanding results when it is delivered in a community environment that values commitment to open communication and good relations between parents, educators, children and the community.

A functioning respectful partnership between our service and home is vital for the benefit of the child. We recognise that families are children's first and most influential educators and strive to work with them collaboratively.

General Information

Before School Care

Before School Care provides a place for quiet games and activities to help prepare for the day ahead.

Operating hours are 7.15am to 8.15am for students in Kindergarten to Year 4, and 7.15am to 8.45am for Preschool students (NSW local time).

Bookings required via My Family Lounge. Students must be signed in upon arrival. Please enter the Junior School via the main entry to the Junior School on Sunshine Avenue.

After School Care

At After School Care, students are able to participate in a range of activities including outdoor and ball games, cooking, arts and crafts, music and drama, creative play and free time. Students are also given assistance to complete homework, if required. We provide a small snack for afternoon tea.

Operating hours are 3.00pm to 6.00pm (NSW local time) each school day.

Bookings for After School Care are made via Parent Lounge. Students must be signed out upon departure. Please enter the Junior School via the single bus gate next to the oval on Sunshine Avenue.

Vacation Care

Vacation Care provides a wide range of fun activities for students to be involved in during the school holiday periods. Lindisfarne provides a detailed OOSHC Vacation Care program in the school newsletter at least two weeks prior to the holiday period.

Operating hours are Monday to Friday from 8.00am to 6.00pm (NSW local time) during the school holidays. Please note: OOSHC is closed for three weeks during the Christmas and New Year period.

Students must be signed in and out each day. Please enter the Junior School via the single bus gate next to the oval on Sunshine Avenue.

As morning tea, lunch and afternoon tea are not provided at Vacation Care (unless stated on the program), parents are asked to provide adequate, healthy food and drink for their children. Please see lunchbox examples to the right.

Due to an increase in nut allergies, it is important that foods containing nuts or nut related products are not sent to OOSHC. Please refer to the table (right) for suitable foods for OOSHC.

The Lindisfarne bus is used for all excursions.

Please note, no phone bookings will be accepted. Excursions are not available to Preschoolers.



Communication

We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, SMS, Facebook and newsletter inserts and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the service but in particular, your child's goals, observations and program.

We have a community notice board at the entry to our service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

Social Media

We use a closed Facebook Group to communicate, share information and celebrate what is happening in our service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media account is managed by the OOSHC Coordinator and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Join Lindisfarne OOSHC Facebook Group at <https://www.facebook.com/groups/136045217023897>.

Excursions/Incursions

As part of our program, we, on occasion will plan excursions within the local community and incursions at the service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity, by way of the booking system, and must be received by the service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our Excursion Policy.

Family Participation

Our service has an Open-Door Policy and actively seeks and encourages families to be involved in the service. This can range from evaluating and adding input to your child's program and observations, volunteering within the service and sharing skills and experiences the children and the program will benefit from and providing feedback.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. Here are some ways you can be involved.

Share your occupation or hobby

You are the most important person in your child's world. We welcome all parents to the service to talk about their occupation or hobby (for example, music, craft, cooking). Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge — as we know, everything parents do interest children and these talks are the best educational resources you can provide for the service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into projects providing valuable learning.

Share your home culture

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our service. Your involvement greatly assists us to enrich the lives of all our families and children.

Reading

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our service.

Special events

Our service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

Suggestions and Feedback

Parents are welcome to visit or call the service at any time. If you have any suggestions or ideas on how we best can work together in the service, please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Health and Medical Information

Sick children

Students who are unwell cannot attend Lindisfarne OOSHC to prevent the educators and other students from becoming infected. If a student arrives at OOSHC unwell or becomes unwell while in attendance, their parents or nominated emergency contact will be contacted to collect them. The OOSHC Coordinator has the right to refuse access if there are concerns regarding a student's health. In regards to effective treatment and exclusion periods, the Coordinator will follow the NSW Health fact sheets, available via www.health.nsw.gov.au/factsheets. A medical clearance certificate will be required before the student can return. The factsheet will be displayed at the front door of OOSHC for viewing.

Medical forms

An OOSHC Medical Form is to be completed by parents prior to the commencement of the child and renewed on an annual basis as a student's circumstances may change. If a student's circumstances change throughout the year, the School and OOSHC must be notified immediately.

Medications

Parents must notify OOSHC in writing if their child is taking prescribed medication. They are to include the name of the medication and the dosage details.

Any medication to be administered during OOSHC hours must be:

- Handed in to OOSHC educators first thing in the morning, not left in the child's bag.
- Explained in a signed note including details of the time and dosage required.
- In the original packaging from the pharmacy, including the prescription label detailing the dosage and the student's name.

Where medication for a long term condition such as asthma, epilepsy or ADHD is required, OOSHC must be provided with a letter from the student's medical practitioner or specialist detailing the medical condition, correct dosage and how the condition is to be managed. Management plans are developed for students who take medication on a long term basis.

OOSHC educators are very conscious of their responsibilities to students requiring medication. Please ensure that they are always fully informed.

Immunisation

From 1 January 2018, parents must provide a copy of one or more of the following documents to enrol in a child care centre:

- an AIR Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations
- an AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only)
- an AIR Immunisation Medical Exemption Form which has been certified by a GP.

No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book). More information is available at NSW Health website.

Guidelines for contagious illnesses

Students with even mild symptoms of COVID-19 must be kept at home and seek testing immediately. Parents of symptomatic children will still need to provide evidence of a negative test result on their child's return to school or OOSHC. In the case of seasonal allergic rhinitis or other conditions that present similarly to COVID-19 and in the presence of continuing symptoms, the child will need a negative COVID-19 test result as well as a letter from their general practitioner (GP) confirming the child should be permitted to return to school and OOSHC. If the child's symptoms change from their usual symptoms, repeat COVID-19 testing should be performed.

Children with infectious diseases must be excluded from OOSHC for specified times as recommended by your doctor. If your child contracts any infectious disease, please inform the School immediately. Please refer to the New South Wales Department of Health website www.health.nsw.gov.au/Infectious/factsheets/ for further information relating to infectious diseases.

Safety

Emergency and evacuation procedures

Our service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the Before/After/Vacation School Care session. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Workplace Health and Safety

We are committed to providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our service to adhere to our policies regarding Workplace Health and Safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Signing Children In and Out

It is a legal requirement that all parents/guardians sign their child/ren in and out of OOSHC upon arrival and departure. As this is part of a legal process, only those who are an authorised nominee for collection of the student on the Enrolment Form and are over 18 years of age can legally collect a child.

Before School Care

Parents must see the supervising educator to sign the roll when leaving their children at Before School Care to record the time of arrival. Students are not to be sent to Before School Care from the School car park and must be accompanied by a parent/guardian.

After School Care

Students have their name recorded by the supervising educator upon arrival at After School Care. Parents must see the supervising educator when collecting their children to sign them out and record the time of collection. This confirms the student's attendance and, if not done, could jeopardise fee relief from the Department of Human Services.

Vacation Care

Students must always be signed in and out of Vacation Care by their parent or authorised nominee.

Collection of a child by a non-regular carer

People who do not regularly collect a student from OOSHC are required to provide photo identification as proof of identity. If the person is not nominated on the OOSHC Enrolment Form, they must supply written authorisation signed by the student's parent/guardian. The parent's signature will be compared with the signature on the enrolment form to confirm authenticity.

Late collection of children

All students must be collected by 6.00pm. After this time parents will be charged \$20 per 15 minute interval. If a student is not collected by 6.00pm, the supervising educator will make every attempt to notify the parent or the nominated emergency contact. If the student has not been collected by 7.30pm, the necessary authorities will be contacted.

Educational Program

At Lindisfarne OOSHC, we provide a range of both structured and unstructured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children attending our service. The development of our program is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders.

Our service's curriculum follows the My Time, Our Place Framework for School Age Care in Australia as per our programming policy.

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age care educators and aims to extend and enrich children's wellbeing and development in school age care settings.

Educators guided by the Framework will reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities. (My Time, Our Place. p.4)

Goals for your child at our service

"Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self-identity and social competencies." (Adapted from Stig Lund, Danish National Federation of Early Childhood Teachers and Youth Educators and Nordic Teachers Council).

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship. (My Time, Our Place, Framework for School Age Care. p.6, 2011.).

We will create a range of short-term and long-term goals for your child that we will program and observe which will be based on the five outcomes outlined in the Framework for School Age Care-My Time, Our Place. These include:

- Outcome 1: Children have a strong sense of identity.
- Outcome 2: Children are connected with and contribute to their world.
- Outcome 3: Children have a strong sense of wellbeing.
- Outcome 4: Children are confident and involved learners.
- Outcome 5: Children are effective communicators.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

Documentation of Children's Learning

Children's learning may be documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships. Documentation may include:

- child's profile
- goals from families and educators
- observations
- objectives for further development
- work samples.

The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. You will be given your child's documentation/portfolio at the end of the school year or as they finish at the service. This documentation will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

The National Quality Framework (NQF)

Lindisfarne OOSHC follows the NQF for OOSHC and adheres to all relevant sector and workplace legislations. Educators are employed for their sector experience, training and suitability for working with school aged children.

The NQF was established on 1 January 2012 and is applied in all OOSHC services. It aims to raise quality and drive continuous improvement and consistency in education and care services through:

- Education and Care Services National Law
- Education and Care Services National Regulations
- National Quality Standards
- A national body known as the Australian Children's Education and Care Quality Authority
- An assessment and rating process.

Our service approval and assessment ratings are displayed in the foyer.



Australian Children's
Education & Care
Quality Authority™

Out of School Hours Care Enrolment

Who can use Out of School Hours Care?

Although the service is attended with many Lindisfarne families, it is available to any family in our community.

Enrolment Process

Children must be at least four years old to attend OOSHC. Parents and guardians are required to complete the following forms:

1. OOSHC Enrolment Form.
2. OOSHC Medical Form.
3. Immunisation Certificate.

Special Requirements

If a student has special requirements, it is essential that this is noted on the OOSHC Enrolment Form. This can include health and allergy information, medication requirements, special dietary requirements or religious considerations. Parents are encouraged to discuss any programming or procedural considerations with our OOSHC educators to help provide students with the best care.

Our service may be eligible to receive an Inclusion Support Subsidy, which can assist with the inclusion of children with additional needs.

Parents and guardians are requested to advise our OOSHC Coordinator, in writing, of any change to details as soon as possible via ooshc@lindisfarne.nsw.edu.au

Child Care Subsidy

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are three factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the myGov website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our service and the subsidy amount received. This is called the "gap fee".

On enrolment, we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure you are receiving the appropriate subsidy.

Families are required to provide current and correct information, as requested on the OOSHC Enrolment Form, to be eligible for reduced fees and full fees will be charged until this information is received.



LINDISFARNE ANGLICAN GRAMMAR SCHOOL

OOSHC

Register your family today!

How to Register for OOSHC

Step 1 Visit the Lindisfarne Anglican Grammar School website <http://www.lindisfarne.nsw.edu.au>.

Step 2 Click on the "Community" tab and select "Out of School Hours Care".

Step 3 Scroll down to "Registration" and click the "My Family Lounge" link.

Step 4 Click "Register" and complete all the details required.

Step 5 Print off the completed online enrolment form and ensure all relevant paperwork (such as immunisation certificates) are attached.

Step 6 The Coordinator will set up meeting with the parents/guardians PRIOR to the child/ren attending.

Out of School Hours Care Fee Schedule

OOSHC fees are set by the School on an annual basis. In the event of a change, parents will be given at least two weeks' notice.

Before and After School Care (Kindergarten to Year 6)	Permanent Booking Rate Per Day	Casual Booking Rate Per Day
Before School only	\$16	\$20
After School only	\$31	\$38
Before and After School	\$44	\$52

Before and After School Care (Preschool)	Permanent Booking Rate Per Day	Casual Booking Rate Per Day
Before School only	\$22	\$27
After School only	\$35	\$42
Before and After School	\$53	\$63

Vacation Care	Permanent Booking Rate Per Day	Casual Booking Rate Per Day
Kindergarten to Year 6	\$84	\$100
Preschool	\$100	\$119

Permanent and Casual Bookings

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of four weeks
- are chargeable regardless of attendance.

Casual bookings are one-off bookings that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work.

Payment of fees can be made at the Junior School Administration Office or Middle and Senior School Reception between 8.30am and 3.30pm (Monday to Friday) or OOSHC during operating hours. For BPAY payments, please refer to individual statements.

Please take note of the following terms:

- Any parent who collects their child/ren after 6.00pm will be charged a late fee.
- Any late bookings received for Vacation Care will incur a fee.
- If changes are made with less than 48 hours notice, full fees will apply.

Policies and Procedures

As part of our policy development and review and in accordance with the National Regulation and National Quality Standards (NQS), OOSHC aims to provide effective management and quality by seeking family and community feedback.

Our policy and procedures folder is available for viewing in the foyer and feedback is welcome.

Code of Conduct

Acceptable standards of behaviour are expected from all students attending OOSHC. They are to act responsibly towards the School, members of the School community, Lindisfarne OOSHC educators and the local community. Students are expected to take responsibility for their actions, the consequences of those actions and the effects they have on others. Students are expected to work together and with educators in a polite and courteous manner, being considerate and respectful of others at all times.

Should a student display behaviour that is unacceptable, initial strategies will be implemented to modify the behaviour, allowing the student to reflect on their actions and consider more appropriate responses. If the behaviour persists, the student will be spoken to by the Head of Junior School or OOSHC Coordinator, parents will be informed and further strategies implemented.

In the event of the child showing no inclination to improve their behaviour, privileges such as excursions and special activities may be withdrawn.

Students are required to wear appropriate attire during Vacation Care including a hat, enclosed shoes and clothing which provides sun protection — for example, shirts with sleeves. If a student is brought to OOSHC wearing inappropriate clothing or footwear, they may not be able to participate in the day's activities and parents will be advised accordingly.

1. Rationale

At Lindisfarne Anglican Grammar School OOSHC, we believe that the welfare of all children is of paramount importance and that the Centre has an obligation to defend the child's right to care and protection.

Educators and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our educators will carry out their responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Community Services and the Commission for Children and Young People.

2. Considerations

- Education and Care Services National Law Act, 2010 and Regulations 2018
- Child Protection Regulations 2000
- Commission for Children and Young People and Child Guardian Act 2000
- Commission for Children and Young People Amendment Regulation (No 1) 2006
- Ombudsman Act 1974
- Child Protection (Working with Children) Act 2012 (NSW)
- Duty of Care
- NQS Areas: 1.1; 1.2; 2.1, 2.1.1, 2.1.2; 2.1.3, 2.2, 2.2.1, 2.2.2, 2.2.3, 4.1, 4.1.1, 4.2, 4.2.1, 4.2.2, 5.1, 5.1.1, 5.1.2, 6.1, 6.1.1, 6.1.3, 6.2, 6.2.2, 6.2.3, 7.1, 7.1.1, 7.1.2; 7.1.3; 7.2.1, 7.2.3,

A mandatory reporter is someone who is required by law to make a report to the Department of Social Services if they have current concerns about the safety, welfare or wellbeing of a child. A child is a person under 16 years.

In OOSHC, services mandatory reporters are:

- Educators who deliver services to children
- Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

Abuse may take a number of forms: psychological, physical, domestic violence, prenatal, sexual or relinquishing care. It may also arise from maltreatment or neglect. For signs of Abuse please visit www.keepthemsafe.nsw.gov.au.

3. Procedures

Educators will undergo training in relation to child protection and notification as part of the training budget. Any educator who forms a belief on reasonable grounds that a child is being abused or neglected must notify the Principal or Coordinator and ensure they record the details of the report in a clear objective format. The Coordinator will then assist educators in running the online Mandatory Reporters Guidelines tool to determine whether the report meets the threshold for significant risk of harm. Educators must remember that it is not their responsibility to prove the abuse, just to have reasonable suspicion that abuse or neglect has occurred.

If directed by Mandatory Reporters Guidelines to report, educators should report their concerns to the Child Protection Helpline 13 36 27.

If the Coordinator/Principal has been advised to but has not reported the abuse or neglect, you are legally responsible to do so via the eReporting Child Protection Helpline.

Once a report is made to the Child Protection Helpline no further report needs to be made unless new information comes to hand.

Reports will be treated with strict confidentiality, including exchanges with prescribed bodies. They must not discuss or question the issue with the parents.

Should the situation arise where the child is considered in immediate danger and the child is taken into Departmental care, educators are to follow the advice of the Department of Social Services Officers.

3.1. If a Child Discloses Abuse, Educator Members will:

- Actively listen, in a calm manner, to the child and never probe for details or ask leading questions
- Refrain from questioning excessively
- Talk gently and reassuringly, in private pointing out that they are there to help.
- Only ask questions that are open-ended and designed to provide sufficient information to decide whether the suspicion of abuse (reportable conduct) is sufficiently strong to warrant a report being made.
- Tell the student that they are pleased that the student has told them, as it was the right thing to do.
- Avoid any reaction that could make the student regret having talked about the experience.
- Emphasise that what has happened is definitely not the student's fault.
- Acknowledge that it is very hard to talk about such things.
- Do not make promises that they will not tell anyone.
- Never assure the child that the abuse (reportable conduct) will stop, as that cannot be guaranteed.
- If a student begins to make a disclosure in a group situation use the strategy of 'protective interruption' by acknowledging that you have heard the child. Indicate your support by explaining that what you think they are saying sounds important and that it would be better to talk about it privately.
- The facts as stated will be recorded in writing, including date, times, names of the person involved, name of person making the allegation and the person making the report. This report should be kept on record and treated as strictly confidential.

3.2. Where a Complaint is made about an Educator, or Someone in the Centre

- The same procedures as outlined above should be followed.
- This is regarded as 'reportable conduct' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.

- The person making the report should follow the advice of the Child Protection Helpline.
- The matter will be treated with strict confidentiality.
- Where the allegation is made to an educator's member or a member of management, the facts as stated will be recorded in writing, including date, times, names of person involved, name of person making the allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Coordinator or person in charge is suspected, then the Principal is to be informed.
- For the protection of both the children and the educators involved, the educator's members should be encouraged to take special leave or removed from duties involving direct care and contact with children, until the situation is followed up or resolved.
- Support should be given to people making the allegation or persons who have been suspected. This support can be given in the form of counselling or referral to an appropriate agency.

3.3. Essential Elements at all Stages in the Process include:

- The student's right to privacy and confidentiality is respected.
- The Principal/Coordinator is kept well informed.
- The anonymity of the notifier is maintained.
- The rights of any person implicated by the allegation are respected.

3.4. Recruitment of Educators

All educators employed by the service including management, full time/part time, volunteers and students will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. Written approval from the prospective employee will be sought prior to this check being carried out.

When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self Employed People. This certificate ensures verification that the person employed is not banned by law from working with children.

Out of School Hours Care Agreement

This agreement is based on our belief that everyone has a right to be treated equally and that we all have a responsibility to respect others and do our best.

Rights	Responsibilities
To learn, work and play in a safe and friendly environment.	To act in a safe, considerate and cooperative manner and not distract others from their activities.
To be treated with respect, undertaking and kindness.	To show respect, understanding of and kindness to everyone.
To expect a pleasant, clean and safe environment.	To care for the school environment.

Our agreement protects our rights and encourages us to remember our responsibilities. Our rules are displayed where they can be seen by everyone. We developed these rules as a group and regularly review them to remind us of their importance. These rules help us all to work together and support each other.

OOSHC Rules

- Work cooperatively with others.
- Move around the room and school in a safe manner.
- Listen when others speak and contribute to discussions.
- Respect the rights and property of others.
- Always use your manners.
- The way we behave is our choice.

Consequences

We have discussed consequences that will occur if we make inappropriate choices and rules are broken. These consequences help us to remember our responsibilities and may include:

- Being reminded of the rules.
- Being asked to work in a quiet corner of the room.
- Discussing behaviour with the educators and reviewing our behaviour self management.
- Moving to another room to work.
- Time out.
- Meeting with the Head of Junior School, OOSHC Coordinator and parents.

Complaints Policy

1. Rationale

At Lindisfarne Anglican Grammar School Out of School Hours Care (OOSHC), we believe that all stakeholders have an important role in the centre and we value their comments. We aim to ensure that stakeholders feel free to communicate any concerns they have in relation to the OOSHC, educators, management, program or policies without fearing negative consequences; they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

2. Considerations

- [Education and Care Services National Law Act, 2010 and Regulations 2018](#)
- Duty of Care
- [NQS Areas](#): 4.2, 4.2.1, 4.2.2, 6.1.1, 6.1.3, 7.1.1, 7.1.2.

3. Procedures

Lindisfarne Anglican Grammar School Out of School Hours Care will support stakeholders' right to complain. It will do it by clarifying the grievance and trying to resolve it.

This policy, also found in the Parent Information Handbook, provides a clear written process detailing the grievance procedure.

A complaint, formal or informal, can range from anything that the stakeholder thinks is unfair and/or makes them unhappy with the service. All conversations, kept confidential, will take place in a quiet location away from people not involved.

Stakeholders wishing to raise a grievance should, in the first instance, make an appointment with the Coordinator to discuss their concern. The Coordinator will come to a resolution to address it.

If their complaint is not handled to their satisfaction, they then should raise the issue with the Head of Primary, either in writing or verbally. The Management will talk with the Coordinator and develop a strategy, in consultation with the parent/guardian and/or Coordinator if necessary, to resolve the problem.

The outcome of a complaint will be communicated either by the Coordinator or Management. It will be done verbally or if the issue has been dealt with on a more formal basis in writing. If required, educators will be informed of any relevant matters that they need to be aware of and/or to address.

If any complaint cannot be resolved internally to the stakeholder satisfaction, an external option (as an unbiased third party) will be offered.

Complaints are recorded and dated showing the date of the issue and the way it was resolved.

Sun Safe Policy

1. Rationale

This SunSmart policy provides guidelines to:

- ensure all children, educators and staff are protected from over-exposure to UV radiation
- ensure the outdoor environment provides shade for children, educators and staff
- ensure children are encouraged and supported to develop independent sun protection skills
- support duty of care and regulatory requirements
- support appropriate OHS strategies to minimise UV risk and associated harms for educators, staff and visitors.

Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. UV damage accumulated during childhood and adolescence is associated with an increased risk of skin cancer later in life.

2. Considerations

- [My Time, Our Place: Framework for School Age Care in Australia](#) (2011)
- [National Quality Standards](#)
- DET [Building Quality Standards Handbook](#) (BQSH): Section 8.5.5 Shade Areas
- DET [Guidelines for School Playgrounds](#) –Playground safety management: Section 3.2.5 (2012)
- DET [Outdoor activities](#)
- [Get Up & Grow: Healthy eating and physical activity for early childhood](#) (Section 2) 2009
- [Australian Professional Standards for Teachers](#) (APST) – Standard 4.4 and 7.2
- ARPANSA [Radiation Protection Standard for Occupational Exposure to Ultraviolet Radiation](#) (2006)
- Safe Work Australia: [Guidance Note – Sun protection for outdoor workers](#) (2016)
- AS/NZS 1067.1:2016, Eye and face protection - Sunglasses and fashion spectacles
- AS/NZS 4399:2017, Sun protective clothing - Evaluation and classification
- AS/NZS 2604:2012 Sunscreen products - Evaluation and classification
- Australian Government Therapeutics Goods Administration (TGA) – Australian regulatory guidelines for sunscreens: [4. Labelling and advertising – directions for use of the product](#)
- AS/NZS 4685.0:2017, Playground equipment and surfacing - Development, installation, inspection, maintenance and operation.6.2.1 General considerations, 6.3.9 Shade and sun protection, Appendix A
- Shade and sun protection
- NQS Areas: 1.1, 1.1.1, 1.1.2, 1.1.3, 1.2, 1.2.2, 1.2.3, 1.3.2, 1.3.3, 2.1, 2.1.1, 2.1.2, 2.2.3, 2.3.2, 3.1, 3.1.1, 3.1.2, 3.2, 3.2.1, 3.2.3, 4.1, 5.1., 5.2.1, 6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.3, 7.1, 7.1.2, 7.1.3, 7.2.1.

Legislation and Standards

- [Occupational Health and Safety Act 2004](#)
- [Children's Services Act 1996](#)

3. Procedures

3.1. Lindisfarne OOSHC will:

- Encourage educators and children to access the daily local sun protection times via the [SunSmart widget](#) on the school's website, the free [SunSmart app](#), or at [sunsmart.com.au](#) or [myuv.com.au](#). The sun protection measures listed are used for all outdoor activities during the daily local sun protection times. (The sun protection times are a forecast from the Bureau of Meteorology for the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types. In Victoria, UV levels regularly reach 3 or higher from mid-August to the end of April).
- Make sure there is a sufficient number of shelters and trees providing shade in the outdoor area.
- Ensure availability of shade is considered when planning all outdoor activities and excursions.

- Ensure all children and educators are required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative.
- Display the SunSmart policy for parents/carers and discuss it with the children.
- Regularly reinforce SunSmart behaviour through correspondence with families via the notice board and displays, and through children and staff activities.
- Ensure information about the SunSmart policy is included in parent handbooks and other important documentation sent to families.
- Educators, staff and families are provided with information on sun protection through family newsletters, service handbooks, noticeboards and the service's website.
- When enrolling their child, families are:
 - Informed of the service's SunSmart policy.
 - Asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child.
 - Encouraged to use SunSmart measures themselves when at the service.
- As part of OHS UV risk controls and role-modelling, educators, staff and visitors:
 - Wear a suitable sun-protective hat, covering clothing and, if practical, sunglasses.
 - Apply sunscreen.
 - Seek shade whenever possible.
- Ensure all staff, including management and educators, monitor and review the effectiveness of the SunSmart policy and revise the policy when required (at least once every three years) by completing a policy review and membership renewal with SunSmart at sunsmart.com.au.
- Ensure SunSmart policy updates and requirements will be made available to educators, staff, families and visitors.

3.2. Educators will:

- Encourage children to choose and use available areas of shade when outside.
- Ensure children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.
- Ensure strategies are in place to remind children to apply sunscreen before going outdoors (e.g. reminder notices, sunscreen monitors, sunscreen buddies).
- Ensure sunscreen is applied in accordance with the manufacturer's directions (which state to apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating or swimming).

3.3. Families will be encouraged to:

- Ensure children wear loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee length or longer shorts and skirts are best. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors. Rash vests or t-shirts are used for outdoor swimming and water activities.
- Wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

Staffing and Management Structure

OOSHC is governed by the Lindisfarne School Council and the OOSHC Coordinator reports directly to the Head of Junior School. The educator to child ratio is in line with the National Regulatory guidelines, with a minimum of one educator to every 15 students. The staffing ratio for excursions is one educator to every eight students.

All Lindisfarne OOSHC employees and volunteers undergo a Working with Children Check.