

YMCA Outside School Hours Care

# FAMILY HANDBOOK





## Welcome to YMCA Outside School Hours Care!



We are delighted you have chosen to become part of our YMCA OSHC community and look forward to learning about your family. YMCA has been an integral part of the School community and we are excited to be a permanent fixture in the future. All of our individual services aim to provide the best opportunity for all young people to belong, learn, grow and be happy.

### **Our Team**

YMCA OSHC has a strong team of qualified Educators. Many of our casual team members are currently engaged in full time study in Education and bring a range of innovative ideas to our service each day. All of our teams and Services are led by a qualified Coordinator.

### **Our Program**

Our Program is developed according to the My Time Our Place Framework and is centralised around the elements of Belonging, Being and Becoming. The program is aimed at providing our children with the opportunities to learn, develop and grow. By learning through play, we provide our children with opportunities to learn about their world and develop a sense of self. We believe all children are born with the desire and ability to develop, learn and explore and deserve to have opportunities and experiences that challenge their diverse needs.

### **Our Services**

YMCA OSHC Services are ideally located on the grounds of your School. Our OSHC focused facilities are specifically designed to provide paramount outside school care to the families of the school and the wider community. Our OSHC's are located close to the school ensuring student safety and creating convenience for our parents, with just short walk from the school carpark.

With access to numerous spaces within the school grounds, YMCA OSHC Services have the resources to offer an incredibly diverse range of games and activities for your child to enjoy. The stability and quality offered by the support of YMCA Brisbane including over 150 years of experience and over 45 OSHC services guarantees every child is given the opportunity to grow in body, mind and spirit.



## **Contact Information**

The Y operates services across Brisbane, Gold Coast, Sunshine Coast and the Darling Downs, for a full list of all of our services including site-specific information and contact details please visit our website: [www.ymcachildcare.com.au](http://www.ymcachildcare.com.au)

### **Area Coordinators**

**Zone 1 Area Coordinator**  
**0436 629 341**

**Zone 2 Area Coordinator**  
**0437 112 873**

**Zone 3 Area Coordinator**  
**0467 904 164**

**Zone 4 Area Coordinator**  
**0467 740 763**

**Zone 5 Area Coordinator**  
**0436 920 782**

**Zone 6 Area Coordinator**  
**0467 643 887**

**Zone 7 Area Coordinator**  
**0459 936 322**

### **Inclusion Support Coordinators**

**0436 841 802**  
**0436 911 002**  
**0476 597 074**

**YMCA OSHC**  
**Administration**  
**07 3354 0444**

[brisbane.oshc@ymcabrisbane.org](mailto:brisbane.oshc@ymcabrisbane.org)

**YMCA Brisbane HO**  
**07 3253 1700**



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## We believe in the power of **inspired** young people!

The Y Brisbane is a not-for-profit organisation with leading services in childcare, fitness, camping, education, hospitality, youth, recreation and community program.

As the largest global youth movement, reaching almost 65 million in 120 countries, the Y has a shared purpose of empowering young people. We have been working in local communities across Australia since 1854 and in Brisbane from 1864.

The services we provide help fund our Social Impact initiatives across South East Queensland, including Schools' Breakfast Program, Vocational Schools, Cancer Survivors Program, Community Centres, Affordable Housing, Youth Mentoring and more. We also provide facilities and programs for marginalised and disadvantaged young people in need of help as well as providing affordable accommodation for people who have been without a home.

More information about the YMCA's benevolent works can be found on the YMCA of Brisbane website.

## Our Philosophy

Our Philosophy for working with children is based on the trilogy of Mind, Body and Spirit, all of which play an equal role in every child's development. YMCA Outside School Hours Care also works within the quality standards set down by The Australian Children's Education and Care Quality Authority incorporating the National Quality Framework into every day routines.

The Y values children as capable and competent citizens by providing opportunities for children to succeed and develop a positive sense of identity and self-worth. Through encouragement and guidance, children can extend on their interests, ensuring that they are active participants in decision making.

We value and promote the importance of childhood and the significant role we play as educators and advocates for children. YMCA OSHC educators are encouraged to seek ways to build professional knowledge, with shared decision making, that support critical reflection to ensure children's interests and needs are met in an ongoing and meaningful way. We promote a welcoming environment for children and their families and invite feedback and suggestions on all aspects of our service including programming.

An important focus at the Y is to establish a trusting environment for families and their children and for them to know that they will be cared for appropriately. We support respectful relationships amongst children and adults and by exhibiting qualities of fairness, humour, sympathy, compassion and trust our educators endeavour to assist the children to develop their social skills whilst allowing them to gain their independence and a strong sense of wellbeing.

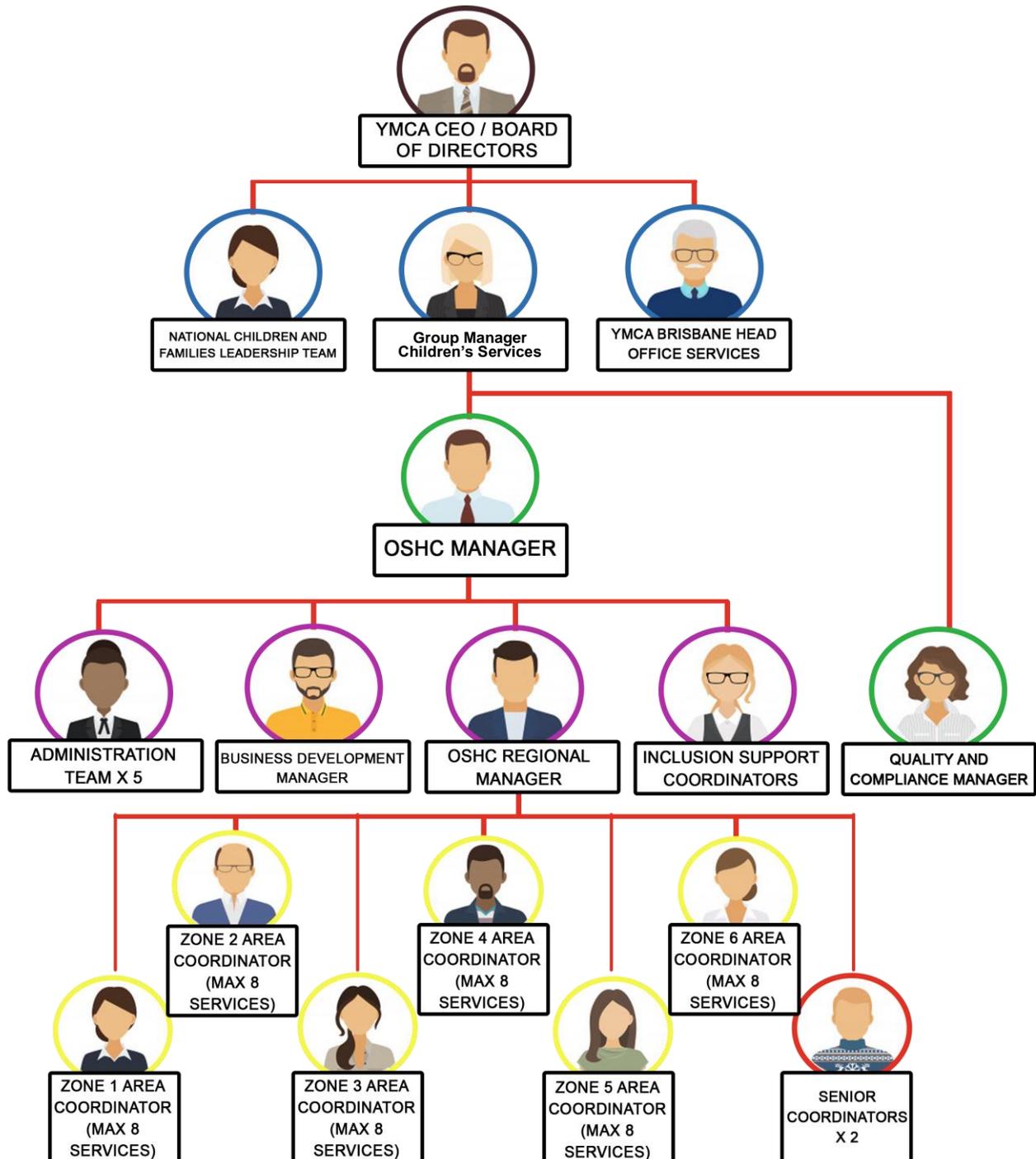
YMCA Outside School Hours Care ensures qualified and quality Educators who show genuine concern and care for all the children at their service. All services operate under strict Workplace Health and Safety legislations and acknowledge and respect all individuals and their confidentiality.

Each service has also developed its own individual service philosophy. This is displayed on the Family Noticeboard.



## Our Approved Provider

The Approved Provider of YMCA OSHC services is the Young Men's Christian Association of Brisbane (YMCA). YMCA OSHC's basic organisational structure is as follows:



## Access for Families and Children

YMCA OSHC aims to ensure that families have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school children attending Prep to Year 6 and at some services Pre-Prep children. We are able to provide care for high school students, if granted approval by OSHC Management. YMCA OSHC services follow the priority of access guidelines set down by the Australian Government Department of Education.

**Children's Services Policy Reference:** Access for Families and Children.

## Approved and Additional Absences

Absence from the service will be charged in accordance with the Australian Government Department of Education Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation. Additional absences may have Child Care Subsidy paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate)
- An outbreak of infectious disease when the child is not immunised
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate)
- A temporary closure of a school or pupil free day
- A period of local emergency
- Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

It is **important to note** that the 42 allowable absences relate to each child. Meaning, if there is a shared custody arrangement and two accounts with the service, both parents/guardians are only entitled to 42 days combined for the one child and not 42 days for each parent/guardian.

Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website ([www.humanservices.gov.au](http://www.humanservices.gov.au)).

**Reference:** OSHC Fee Schedule

## Arrivals and Departures

YMCA OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

The opening times of our OSHC services vary from 6.00am – 6.30am please check our website for information regarding your service's opening times. No child will be admitted prior to opening time due to legal restrictions.



All children are to be signed in and out on the Attendance Register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on the Enrolment Form.

When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. Children should not be dropped off at the school gates; they must be accompanied to the door of YMCA OSHC and signed in by parent/guardian. Services will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.

If a child booked in to YMCA OSHC for After School Care has not arrived within 15 minutes of expected arrival, the Coordinator and staff will follow procedures outlined in the relevant policy. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety.

If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian may give permission by email (as the first preference) or by telephone for an alternative person to collect the child. If the request is made via telephone, two staff members will hear the request and the request will be entered onto a File Note with two staff signatures. The parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

**Children's Services Policy Reference:** Delivery and Collection of Children; **OSHC Policy Reference:** Escorting Children.

## Babysitting

YMCA OSHC does not allow staff and parents/guardians entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

**YMCA Brisbane Reference:** Safeguarding Children and Young People Procedures Manual, Safe behaviours – Safeguarding Code of Conduct

## Bookings and Cancellations

At YMCA OSHC we attempt to cater to all families with regard to days needed for care. Bookings can either be on a permanent or casual basis. It helps in our planning for staff and activities if families book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; however due to licensing requirements there may be some days we will have to refuse care to casual bookings. For more detailed information, including cancellation notice, parents/guardians should refer to the current YMCA OSHC Fee Schedule.

**Reference:** OSHC Fee Schedule, **Children's Services Policy Reference:** Delivery and Collection of Children,

## Child Care Subsidy and Child Care Management System

Child Care Subsidy is a payment made to families to assist with the costs of childcare. Australian residents using child care provided by approved childcare services may receive CCS.

All families must have a myGov account that is linked to their Centrelink account.

There are three factors that will determine families' level of CCS.



1. Combined Family Income
2. Activity Test
3. Service Type

When families are completing the above three steps they will also be asked to confirm enrolment with current provider.

Families must also log back on to their myGov account and confirm their booking pattern with the provider. All possible booking requirements must be confirmed by the parent. Until days required are confirmed FULL FEES must be paid.

CCS will only be paid directly to providers and passed on as a fee reduction.

YMCA requires a correct CRN and Date of Birth for the Account Holder and child/ren under Account Holder care to be able to complete a CCS Enrolment to ensure fee reductions are applied. It is the Account Holder's responsibility to provide these details. In cases where Accounts are not able to be linked, full fees will be required to be paid, or the families are able to postpone the commencement of enrolment until such time that fee reductions can be applied.

Please note once all details are confirmed, CCS eligibility may only be back dated 28 days determined by CCMS/Centrelink.

Childcare Subsidy entitlements may change throughout enrolment if family income, work activity or immunisation records change. For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered 'not up to date'.

**OSHC Reference:** Fee Schedule

## Child Protection

YMCA OSHC services regard their role in the protection of children in their care as of the utmost importance. The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at [www.ymcabrisbane.org](http://www.ymcabrisbane.org) along with how you can report child safety concerns and general safeguarding children information for families.

This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children.

All staff have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

**OSHC Policy Reference:** Protection of Children, Reporting of Child Abuse, **YMCA of Brisbane Policy Reference:** Safeguarding Children and Young People.

## Clothing

During Before School and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Please pack a change of clothes if you feel your child may need them. Clothing should comply with sun safety



guidelines e.g. no strappy tops. Hats will be worn in accordance with the Preventative Health and Wellbeing Policy. We recommend the wearing of legionnaire or broad brimmed style hats. Appropriate footwear must be worn at all times. Sneakers are the best option as thongs, ugg boots and open-toed sandals do not protect children's feet adequately. All belongings must be clearly named.

**OSHC Policy Reference:** Preventative Health and Wellbeing, Risk Management and Compliance.

## Communication with Families

YMCA OSHC services recognise that everyone involved in Outside School Hours Care is a participant and that to share and take part is fundamental in the development and application of policies, enabling all participants to contribute to the goals of the service. Families are encouraged to be involved as fully as possible in the management and development of the service they attend. Your feedback is important to us. We have a number of surveys throughout the year and have a confidential grievance procedure for all service users.

**OSHC Policy Reference:** Communication with Community, Communication with Parents/Guardians, Quality Compliance.

## Complaints, Concerns and Suggestions

YMCA OSHC will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of the children, other staff or parents/guardians and heated discussions are to be avoided as far as possible. If it is not appropriate for the complaint to be made to the Coordinator, the complainant will have direct access to the YMCA OSHC Administration Office. The Coordinator will permit and, if appropriate, encourage the complainant to do so. Notification of receipt of the complaint will be sent to the complainant.

**Children's Services Policy Reference:** Complaints.

## Daily Routines

Routines serve as an important role in the operation of the service. Morning routines can consist of children completing homework, reading, playing board games or participating in a group game. Children may be allowed to leave the premises and go to school prior to 8.30am with written parental consent. All other children may leave the service at the time prescribed in the written agreement with the school. During the afternoon routine, a staff member signs in children immediately after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

**Children's Services Policy Reference:** Delivery and collection of Children, **OSHC Policy Reference:** Program Planning, Program Evaluation.

## Enrolment and Orientation

Parents/Guardians are required to complete an Enrolment pack before any child is able to attend the YMCA OSHC services and then annually thereafter. A meeting with service staff is available to you upon the



enrolment of your child. This is an excellent opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly during the initial few weeks. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency. The Coordinator or service staff must be advised of change of address or contact numbers so records can be updated and maintained.

**Children's Services Policy Reference:** Access for Families and Children, Enrolment and Orientation.

## Environment and Facilities

YMCA OSHC services take pride in their facilities and ensure a high level of hygiene and cleanliness is maintained. Staff endeavour to create a safe, secure environment where children and families feel welcome and at ease. YMCA OSHC services provide space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play. Children and families are regularly consulted and involved in changing our environments to ensure all areas are child-focused and practical.

**Children's Services Policy Reference:** Coronavirus (Covid-19), **OSHC Policy Reference:** Animals, Environmental Responsibility, Hygiene, Play Equipment, Preventative Health and Wellbeing.

## Excursions

During Vacation Care YMCA OSHC services include excursions as a valuable part of their overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained. This will include the undertaking of a risk assessment, requiring all parents/guardians to sign a permission form and providing all children with wristbands to help identify them on the excursion. All children attending the service on an excursion day are expected to attend the excursion. No staff remain at the service unless specified on the Vacation Care program.

**OSHC Policy Reference:** Escorting Children, Risk Management and Compliance, Transport for Excursions.

## Extra Activities

If a child is required to attend activities within the school grounds during OSHC operating hours, written authority must be given prior to the commencement of the activity by the parent/guardian only. The Coordinator shall discuss with the family the impact that this may have on the service. When making the decision a risk assessment will be undertaken to establish the impact it may have on the service. YMCA OSHC services will not permit a child to leave the service unaccompanied to attend an external activity unless an Extra Activity Permission Form detailing time of departure, indicating a release of duty of care has been provided by the parent/guardian.

**OSHC Policy Reference:** Escorting Children. **Children's Services Policy:** Delivery and Collection of Children



## Fees and Overdue Fees

We provide a quality service to families at an affordable price. OSHC fees are based on the annual budget required for the provision of high-quality childcare that is in keeping with our Philosophy, Goals and Policies and Procedures. Parents/Guardians will be notified of any changes.

Statements will be regularly issued to families detailing information as required by Australian Government Department of Education Child Care Benefit Handbook.

Our preferred payment option is Direct Debit. Alternatively, payments can be made via B-Pay. Each family will be provided B-Pay details at the bottom of their statements. We do not accept monthly payments.

Cash will not be accepted at the individual services.

Families must provide an email address for Statements to be sent. Statements are issued on a Monday emailed to the nominated email address. If families do not receive an account it is the parents/guardians responsibility to inform the Service staff, meaning **non receipt of statement will not be accepted as a reason for non-payment of an account.**

**For information relating to services fees and billing cycles, please refer to your service specific Fee Schedule**

**Please note: YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees**

Families experiencing difficulty paying fees should speak with the Coordinator. In extreme circumstances payment plans and alternatives may be established.

**OSHC Reference:** Fee Schedule.

## Fire, Harassment and Lockdown

YMCA OSHC management have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons who are involved with our services. Services are required to practice drills regularly. An evacuation and harassment plan is situated in the entrance area. We ask all parents/guardians, staff and children to familiarise themselves with the procedures.

**OSHC Policy Reference:** Drills and Evacuation, Emergency Equipment and Facilities, Risk Management and Compliance, Security.

## Food

YMCA OSHC services are a peanut/tree nut free zone. It is requested that food bought from home does not contain nuts as a number of the children attending have severe allergies. In the event that a child brings food containing nuts to the service, staff will collect, store and return the food to the family at the end of the day. Staff will provide alternative food for the child.

By adhering to the Smart Choices guidelines YMCA OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/Guardians are encouraged to participate in this approach to nutrition by packing healthy meals and snacks for their children.



YMCA OSHC provides breakfast and a snack for afternoon tea for the children during Before School, After School and Vacation Care, morning tea is also provided during Vacation Care. Our daily menu is displayed on the family noticeboard. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. Water is available to children at all times. Service menus get assessed and reviewed on a regular basis by Nutritionists from Nutrition Australia.

**OSHC Policy Reference:** Food Handling, **Children's Services Policy:** Nutrition, Food and Beverages, Dietary Requirements.

## Homework

YMCA OSHC services will supply time, space and supervision by staff for children to do their homework if they wish. Please inform staff if you require your child to participate in structured homework time. Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff are unable to insist or force children to complete homework tasks.

**OSHC Policy Reference:** Homework, Program Planning, Program Evaluation.

## Governance

The YMCA of Brisbane Outside School Hours Care and all of our services, will meet legal and financial obligations by implementing appropriate governance practices. YMCA aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standards and My Time Our Place.

**Children's Services Policy Reference:** Governance and Management

## Inclusion Support

At YMCA OSHC we recognise that each child and family are unique in their own right and strive to include young people and families from all walks of life, celebrating different abilities, cultures and interests. YMCA OSHC follows an equal opportunity enrolment process. Each family are required to provide relevant information about their child/ren. If your child has additional support needs, whether it is due to a medical need, disability, culturally and linguistically diverse background, or any other reason, you are required to organise a meeting with the service Coordinator. YMCA OSHC Educators utilise information provided through these processes to develop resources, programs and socially just practices at the service that are uniquely designed to provide all children with the highest-quality inclusive care.

**Children's Services Policy Reference:** Diversity, Inclusion and Respect.

## Illness and Injury

Whilst YMCA OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries occur. In the case of a minor illness or injury, a staff member will attend to the incident and an Illness and Injury Report will be completed. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately.



Children who are ill will not be accepted by YMCA OSHC services.

Qualified staff will administer basic first aid only. When necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital and contact will be made with the parent/guardian. Where possible a staff member will travel with the child in the ambulance.

Parents/Guardians, in consultation with the Coordinator, are to ensure that each child with a diagnosed medical condition i.e. asthma, diabetes, epilepsy, etc. has an Individual Medical Emergency Plan. Children requiring medication will not be able to attend care without their medication being prescribed by their medical practitioner. In particular, no child who has been prescribed an adrenaline auto-injection device, insulin injection device or asthma inhaler is permitted to attend the service or its programs without the in-date device.

**Children's Services Policy Reference:** Illness, Medical Conditions

## Infectious Diseases

YMCA OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases\*. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service. Children not immunised and/or children who do not have a current immunisation history statement on file, will also be excluded from the service during the infectious disease outbreak. In determining exclusion periods YMCA OSHC will refer to the National Health and Medical Research Council "Staying Healthy in Childcare 5<sup>th</sup> Edition" as a recommendation to minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres. A doctor's certificate may be required before the child/educator is re-admitted to the service. It is the responsibility of parents/guardians to inform the Coordinator of any infectious disease that their child or other immediate family members may be suffering. YMCA OSHC is responsible to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

In the event of head lice, the parent/guardian will be called and encouraged to collect the child immediately. The child can only return to the service once the head lice have been treated.

\* When infectious disease is referred to in this policy, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at [www.health.gov.au](http://www.health.gov.au) and National Health and Medical Research Council at [www.nhmrc.gov.au](http://www.nhmrc.gov.au)).

**Children's Services Policy Reference:** Infectious Disease, Illness, **OSHC Policy Reference:** Information Handling.

## Information Handling

To protect children and better provide its services, YMCA OSHC management seeks and deals with personal and sensitive information relating to families, children and others. YMCA OSHC management respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

All YMCA of Brisbane staff are required to sign confidentiality agreements in relation to private information relating to families and children attending the service. All personal records will be stored and kept in a confidential manner. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

**OSHC Policy Reference:** Information Handling.



## Information Technology

YMCA OSHC acknowledges and recognises the significant impact of Information Communication Technology (ICT) on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that ICT is used appropriately and in the best interests of the children, families and employees who use the service.

ICT shall be considered a valuable learning tool for school age children attending YMCA OSHC services and shall be included as an appropriate part of the overall program when accessible. ICT includes computer equipment, games, internet access, mobile phones and cameras. No cameras will be used for picture taking of other children unless permission is granted by the parent or guardian.

Access to YMCA ICT Equipment shall only be granted following completion of the YMCA OSHC “Cyber Safety” Agreement between the Student, Parent/Caregiver and Centre Coordinator. ICT accessible to children shall be monitored by educators. Approved mechanisms shall be put in place to reduce a child’s exposure to inappropriate sites or information. Children will be educated regarding the safe use of ICT.

YMCA OSHC services shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

The internet will only be used for educational purposes. Access to Social Networking sites, and sites which consume large amounts of bandwidth (such as video streaming sites) is prohibited.

If deemed to be used inappropriately, YMCA OSHC may decide to reduce or deny access to YMCA ICT equipment.

**OSHC Policy Reference:** Information Technology – Children Usage

## Late Collection and Fees Payable

Closing time of YMCA OSHC services is 6.00pm (Varsity College 6.30pm). We ask that you are mindful of staff commitments outside of work and ensure your child is collected before this time. If there has been an emergency please contact the Coordinator as soon as you are aware that there may be a problem with the on-time collection of your child. If at closing time children have not been collected or parents/guardians have not made arrangements for collection by normal closing time, they will be contacted on the most recent numbers and if necessary emergency numbers provided. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety. Parents/Guardians who collect their children after this time will incur a late fee. This fee is further outlined on the YMCA OSHC Fee Schedule.

**Children’s Services Policy Reference:** Delivery and Collection of Children, **OSHC Reference:** Fee Schedule

## Medication

In the interests of health and wellbeing of the children, staff will be permitted to administer medication to a child only if it is:

- A prescribed medication;



- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- Accompanied by a letter of authority from the parent/guardian.

All medication is to be given to Coordinator and no medication is to be stored in a child's school bag.

**OSHC Policy Reference:** Medication.

## Medical Conditions

YMCA OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

YMCA OSHC is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times.

If your child has a medical condition please read the full Medical Conditions Policy on page 22.

**Children's Services Policy Reference:** Medical Conditions

## National Quality Framework

All YMCA OSHC services work with the National Quality Framework in their everyday practice. The National Quality Framework aims to improve the quality and consistency of early childhood education and care services through key legislation and standards. The National Quality Standard sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It consists of seven quality areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

YMCA OSHC services are licensed by the State Office for Early Childhood Education and Care under the Education and Care Services National Law Act and Regulations. Services must comply with the Act and Regulations in relation to requirements relating to activities, experiences and programs, numbers of staff members and children and staff members' qualifications.

The Office for Early Childhood Education and Care can be contacted via the Child Care Information Service: 1800 637 711. More information may also be found on their website.

**OSHC Policy Reference:** Approval Requirements under Legislation, Risk Management and Compliance, Staffing Ratios.



## Parent/Guardian and Visitor Code of Conduct

A Parent/Guardian and Visitor Code of Conduct is on display at all OSHC services. This must be adhered to at all times. Parents/Guardians may be excluded from the service if staff feel threatened either physically or verbally.

**OSHC Policy Reference:** Anti-bullying, Communication with the Community, Communication with Parents/Guardians, Drills and Evacuation.

## Personal Effects

We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. We discourage children from bringing electronic toys, such as iPads and iPods. We cannot guarantee the safety of these expensive items. For security purposes children's electronic devices should be submitted to the Coordinator upon arrival to the service, unless coordinator deems it appropriate for educational purposes i.e. homework. We have a landline or mobile phone on which parents/guardians can contact us at any time.

**OSHC Policy Reference:** Lost Property, Play Equipment, Program Planning, Program Evaluation.

## Policies and Procedures

In addition to the YMCA of Brisbane Quality Manual, YMCA OSHC has extensive policies and procedures which reflect the Philosophy and Goals of our services. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. If you require a copy, please speak with your service Coordinator.

In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and to regular review by YMCA OSHC management.

**OSHC Policy Reference:** Review of Policy and Procedure.

## Positive Behaviour Support

Families, staff and children all have roles to play, as detailed in the Positive Behaviour Support Policy and the Behaviour Management Policy. YMCA OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with community standards);
- Using consistency and compassion;
- Having regard at all times to the respect and dignity and individual uniqueness of the child; and
- Having regard to the other principles set out in the Philosophy Statement of YMCA OSHC.



Parents are requested not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If a staff member observes a child not following the service expectations, they will discuss the behaviour with the child.

**OSHC Policy Reference:** Anti-bullying, Behaviour Support, Behaviour Management

## Programming

YMCA OSHC services plan, design and provide tailored programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. Service programs are also designed in accordance to the NQF and the My Time, Our Place Framework and for pre-Prep the Early Years Learning Framework (EYLF). In developing programs, YMCA OSHC services recognise the importance of an understanding of early/middle childhood and play in the development of children. Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with the National Quality Framework, observations are taken of the children to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool and are stored in the family file at the service where they can be viewed by parents/guardians if requested.

The Coordinator will happily discuss any aspect of the program with interested parents/guardians. Family surveys are handed out regularly to convey parents/guardians' and children's thoughts and input into the program. The weekly program is posted on the Family Information Noticeboard.

**OSHC Policy Reference:** Play Equipment, Program Planning, Program Evaluation.

## Runaway Children

YMCA OSHC services have a comprehensive behaviour management plan and service rules which are implemented to ensure the safety of all children and staff. One of those rules is that the children must stay in areas licensed by the Office for Early Childhood Education and Care under the Child Care Act. If a child chooses to leave the school grounds and designated areas, staff will assess the situation in relation to duty of care to the individual child and the remaining group of children. Runaway children's parents/guardians will be contacted immediately, as will police if deemed appropriate by Coordinator.

**Children's Services Policy Reference:** Delivery and Collection of Children.

## Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework. YMCA OSHC will always have a minimum of two staff onsite at all times regardless of the number of children attending. This policy is strictly adhered to and is put in place to protect both the children and the staff members.



Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Safeguarding Children and Young People Policy. Staff have obtained, or applied for, and given to the Licensee of the service, a current positive suitability notice under the Working with Children (Risk Management and Screening) Act 2000.

**OSHC Policy Reference:** Staff Employment, Staff Grievances, Staff Practice, Staffing Ratios, Staff Role and Expectations, Staff Training.

## Sun Safety

Children, staff and volunteers are encouraged to wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This sun safety policy follows guidelines recommended by Queensland Cancer Council. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.00am and 3.00pm. YMCA OSHC has made a commitment to the best possible sun smart practices by supplying SPF 30 broad-spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or under cover areas only.

**OSHC Policy Reference:** Preventative Health and Wellbeing.

## Supervision

Active supervision requires focused attention and intentional observation of children at all times. It is a combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing small and large groups of children and an understanding of child development including theories about how children play. Educators will be aware of the different ages, personalities, behaviour and characteristics of the children in their care.

Educators will build meaningful relationships with children. This is shown by:

- Learning about who they are
- How they react in different situations and discover the interests of children.

Educators will then develop an understanding of how children interact, communicate and play with one another.

Educators will ensure and establish environments and coordinate effective supervision strategies to maximise children's safety and ability to play free from harm or injury.

**OSHC Policy Reference:** Supervision

## Toileting

YMCA OSHC recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. YMCA OSHC seeks to ensure that the children's health and safety with personal hygiene is supported while protecting their dignity and safety. Children who are frequently troubled with personal hygiene and toileting needs shall be requested to bring spare clothes and if necessary nappies to the service. Parents/Guardians of children who require regular



assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

**OSHC Policy Reference:** Toileting Children.

## Use of Photos

On occasion your child may be photographed participating within the day-to-day activities we provide at YMCA OSHC. These photos are not intended to act as anything other than for display within the service and used as part of our programming process and not for promotional or advertising material. The children take great pride in having their day-to-day lives documented this way.

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents/guardians will be consulted and be required to give written permission.

**OSHC Policy Reference:** Protection of Children.

## Volunteers and Students

Volunteers are a valued and integral part of the YMCA of Brisbane. From time to time YMCA OSHC accepts students from local schools, TAFEs and universities as volunteers.

**OSHC Policy Reference:** Staff Employment, **Children Service's Policy Reference:** Delivery and Collection of Children,

## Water Safety

YMCA Outside School Hours Care recognises water play as an enjoyable and valuable play experience for children. YMCA identifies that any water play undertaken should also have an educational purpose. YMCA Outside School Hours Care ensures that all health and safety guidelines are maintained during water play experiences.

**Children's Services Policy Reference:** Water Safety



## Medical Conditions Policy

### 1. PURPOSE

YMCA Children’s Services must ensure that each child’s health needs are actively supported, including when diagnosed with a medical condition. This may include but is not limited to allergies, anaphylaxis, diabetes or asthma. This policy actively supports a child and their family through vigilant collaboration when a medical condition must be positively catered for to support a child’s safe experience at any YMCA service

### 2. SCOPE

- Applies to all approved Children’s Services that operate under the Education and Care Services National Regulations
- The scope of this policy applies to all board members, subcommittee members, educators and volunteers.
- This policy applies to all YMCA Member Associations.
- For the purposes of this document we refer to these as the YMCA.

### 3. POLICY

Upon enrolment, it is the child’s parent’s/guardian’s responsibility to ensure that children who attend the service with a medical condition/health care need to fully disclose all medical conditions on the enrolment form and throughout the enrolment process, or at such a time where an already enrolled child develops a medical condition/health care need.

### 4. ROLES AND RESPONSIBILITIES

| Department/Role                      | Responsibility   |
|--------------------------------------|--|
| Children’s Services Management       | Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements.<br>To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.  |
| Responsible Persons                  | YMCA nominated supervisor/ and or service management will oversee the implementation and service adherence of the policy.<br>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.<br>Is responsible for addressing any instance of non-compliance with this policy and implementing strategies to help prevent non-compliance with this policy.<br>Responsible for ensuring suitable resources and support systems to enable compliance with this policy.<br>Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. |
| All educators, volunteers & students | Responsible for meeting the requirements outlined in this policy.<br>Responsible for raising concerns or complaints in accordance with this policy.  |

### 5. DEFINITIONS

| Term      | Definition   |
|-----------|--|
| Educators | Any person YMCA employs, or engages – including paid Employees, volunteers, board directors, contractors, sub-contractors, consultants and student placements. |



|                  |   |
|------------------|---|
| Volunteer        | Can be a YMCA volunteer, student on practicum placement, and board directors.   |
| Health Care Need | A health condition that includes asthma, anaphylaxis, diabetes, allergy or any other relevant medical condition that typically requires an action plan to effectively manage the condition. |

## 6. PROCEDURES

- The service will involve Educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout a child's time in care. The service will adhere to privacy and confidentiality procedures when dealing with individual health needs.
- Information relating to this policy will be provided in the enrolment pack for parents/guardians of children enrolled at the service including those whose child has been identified as having a specific health care need or allergy. Educators are also responsible for raising any concerns with a child's parents/guardians about any medical condition/suspected medical condition, or known allergens that pose a risk to the child.
- Children requiring medication will not be able to attend care without their medication being prescribed by their medical practitioner. In particular, no child who has been prescribed an adrenaline auto-injection device, insulin injection device or asthma inhaler is permitted to attend the service or its programs without the in-date device.
- Families are required to provide information about their child's health care needs, allergies, medical conditions and medication on the "Enrolment Form". A separate "Medical Management Plan" will also need to be completed. Parents/guardians are responsible for updating the Educator and service regarding this information, including any new medication, ceasing of medication, or changes to their child's prescription.
- All Educators must follow a child's "Medical Management Plan" in the event of an incident related to a child's specific health care need, allergy or medical condition.

### Information that must be provided in Enrolment Record

The service's "Enrolment Form" provides an opportunity for parents/guardians to help the service effectively meet their child's needs relating to any medical condition.

- The Enrolment Form will include details of any;
  - ✓ Specific health care needs or medical conditions of the child, including asthma, diabetes, epilepsy, allergies, and whether the child has been diagnosed at risk of anaphylaxis.
  - ✓ Any "Medical Management Plan" provided by a child's parents/guardians and/or registered medical practitioner. This plan should:
    - have supporting documentation if appropriate
    - if relevant, state what triggers the allergy or medical condition
    - first aid needed
    - contact details of the doctor who signed the plan
    - state when the plan should be reviewed.
- Copies of the "Medical Management Plan" should be kept with the child's medication and also accompany them on any excursions.
- Parents/guardians are responsible for updating their child's "Medical Management Plan" and providing a new plan as necessary.
- Any new information will be attached to the "Enrolment Form" and kept on file at the service.
- Educators will ensure information that is about a child's medical conditions is up-to-date and easily accessible.



## Identifying Children with Medical Conditions

Any information relating to a child's medical conditions will be shared with relevant Educators and the Coordinator/Managers. Coordinator/Managers will document any changes to a child's medical condition.

## Medical Management Plan

- Using a child's "*Medical Management Plan*" the Coordinator/Manager and Educator will discuss the following, in consultation with a child's parents/guardians and medical professionals where necessary to ensure that:
  - ✓ any risks are assessed and minimised.
  - ✓ if relevant, practices and procedures for the safe handling of food, preparation, consumption and service of food for the child are developed and implemented (note we will follow all health, hygiene and safe food policies and procedures).
  - ✓ all parents/guardians are notified of any known allergens that pose a risk to a child and how these risks will be minimised.
  - ✓ a child does not attend the service without medication prescribed by their medical practitioner in relation to their specific medical condition.
- Our service will provide support and information to all parents/guardians about resources and support for managing allergies, anaphylaxis, asthma, epilepsy and diabetes.
- Educators will routinely review each child's medication to ensure it has not expired.

## Medical Management Plan: Anaphylaxis/Allergy Management

While not common, anaphylaxis is life threatening. Anaphylaxis is a severe allergic reaction to a substance. While prior exposure to allergens is needed for the development of true anaphylaxis, severe allergic reactions can occur when no documented history exists. We are aware that allergies are very specific to the individual and it is possible to have an allergy to any foreign substance.

Anaphylaxis is usually caused by a food allergy. Foods most commonly associated with anaphylaxis include peanuts, seafood, nuts and in children eggs and cow's milk. While developing the Medical Conditions Risk Assessment and Management Plan and to minimise the risk of exposure of children to foods that might trigger severe allergy or anaphylaxis in susceptible children, our Educators will:

- Closely supervise all children at meal and snack times and ensure food is eaten in specified areas. Do not allow children to trade food, utensils or food containers.
- Prepare food in line with a child's medical management plan and family recommendations.
- Request families to label all bottles, drinks and lunch boxes etc. with their child's name.
- Consider whether it is necessary to change or restrict the use of food products in craft, science experiments and cooking activities so children with allergies can participate.
- Where a child is known to have a susceptibility to severe allergy or anaphylaxis to a particular food or product, the service will request parents/guardians to not bring any foods or products containing materials that may contain an allergen that may cause an attack. Peanut allergy is the most likely to cause severe reaction and will take precedence.
- If appropriate, seat a child with allergies at a different table if food is being served that he/she is allergic to. This will always be done in a sensitive manner so that the child does not feel excluded.
- Be aware and implement measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food, such as careful cleaning of food preparation areas and utensils.
- Educators will ensure that body lotions, sunscreen, insect repellent, shampoos and creams used on allergic children are approved by their parent.

- Educators should be on the lookout for symptoms of an allergic reaction, as they need to act rapidly if they do occur. If a child is displaying symptoms of an anaphylactic reaction the Educator;
  - ✓ call an ambulance immediately by dialling 000.
  - ✓ provide appropriate first aid which may include the injection of an auto immune device EpiPen® in line with the steps outlined by the Australian Society of Clinical Immunology and Allergy (Allergy.org) and CPR if the child stops breathing.
  - ✓ contact the parent/guardian in the event of illness if the parent/guardian cannot be contacted.
  - ✓ Contact relevant Line Management.

## **Medical Management Plan: Asthma Management**

Asthma is a chronic lung disease that inflames and narrows the airways. While developing the Medical Conditions Risk Management Plan our Educators will implement procedures where possible to minimise the exposure of susceptible children to the common triggers which can cause an asthma attack. These triggers include:

- dust and pollution
- inhaled allergens, for example mould, pollen, pet hair
- changes in temperature and weather, heating and air conditioning
- emotional changes including laughing and stress
- activity and exercise

An asthma attack can become life threatening if not treated properly. If a child is displaying asthma symptoms, the Educator who holds a current first aid with approved asthma management training will immediately attend to the child.

If the procedures outlined in the child's medical management plan do not alleviate the asthma symptoms, or the child does not have a medical management plan, the Educator will provide appropriate first aid, call 000 or mobile 112 and follow directions from emergency services.

- Contact the child's parent/guardian or authorised contact where the parent/guardian cannot be reached.
- Contact relevant Line Management.

## **Medical Management Plan: Diabetes**

Diabetes is a chronic condition where the levels of glucose (sugar) in the blood are too high. Glucose levels are normally regulated by the hormone insulin.

While developing the Medical Management Plan the Educator will implement procedures where possible to ensure children with diabetes do not suffer any adverse effects from their condition while in care. These include ensuring they do not suffer from hypoglycaemia (have a "hypo") which occurs when blood sugar levels are too low. Things that can cause a "hypo" include:

- A delayed or missed meal, or a meal with too little carbohydrate
- Extra strenuous or unplanned physical activity
- Too much insulin or medication for diabetes
- Vomiting

Children with Type 1 diabetes will also need to limit their intake of sweet foods. The Educator will ensure information about the child's diet including the types and amounts of appropriate foods is part of the child's Medical Management Plan.



The Educator will be shown by the parents/guardians in the use of the insulin injection device (syringes, pens, pumps) used by children in the Educators approved service with diabetes. However, this should not be seen as formal training, and should not be considered as qualified.

The Educator, in conjunction with the parents/guardians, could seek further training. Associated costs could be borne by the parents/guardians; this is between the relevant parties to negotiate.

If a child is displaying symptoms of a “hypo” the Educator will:

- Provide immediate first aid which will be outlined in the child’s medical management plan.
- If the child does not respond to the first aid call an ambulance by dialling 000.
- Contact the parent/guardian or the person to be notified in the event of illness if the parent/guardian cannot be contacted.
- Contact relevant Line Management.

### **Educator Training and Qualifications:**

At least one Educator at the service will hold a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the Education and Care Services National Regulations 2011 and will be in attendance at any place children are being cared for and immediately available in an emergency.

### **Supervised Self-Administration of Medication by Children over School Age:**

- The service permits school age children to self-administer medication.
- Educators must supervise the child during this process. To promote consistency and ensure the welfare of all children using the service, Educators will ensure each child follows all administration of medication, health and hygiene policies and procedures.
- The self-administration of medication must be negotiated with, and approved by, the child’s parents/guardians and noted on the “*Enrolment Form*”. This information will be detailed in the child’s “*Medical Management Plan*” if appropriate, and the location of the child’s medication for self-administration must be noted and made available to Educators.
- The Educator will record all instances of supervised self-administration of medication as per the Medication Administration Policy.

## **7. LEGISLATIVE AND INDUSTRY REQUIREMENTS**

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Framework and Standard
- Information Privacy Act Qld 2009

## **8. SUPPORTING DOCUMENTS**

- Death of a Child Policy
- First Aid Administration Policy
- Enrolment and Orientation Policy
- Nutrition/Food and Beverages / Dietary Requirements Policy
- Health, Hygiene and Safe Food Practices Policy
- HIV/AIDS Policy
- Immunisation Policy



- Accidents and Trauma Policy
- Infectious Diseases Policy
- Privacy and Confidentiality Policy
- Attendance Record
- Enrolment Form
- Medical Management Plan- Allergy
- Medical Management Plan – Asthma
- Medical Management Plan – Diabetes
- Medical Management Plan – Epilepsy
- Risk Minimisation Plan and Family Communication Plan – Diagnosed Medical Condition
- Risk Minimisation Plan and Family Communication Plan – Anaphylaxis
- Risk Minimisation Plan and Family Communication Plan - Asthma
- Risk Minimisation Plan and Family Communication Plan - Allergies
- Risk Minimisation Plan and Family Communication Plan - Epilepsy
- Medication Form

## 9. POLICY SOURCES

- YMCA's of Australia
- Asthma Australia
- National Asthma Organisation
- Australasian Society of Clinical Immunology and Allergy
- Australian Diabetes Council

## 10. APPROVAL AND REVIEW

- **Approved By:** Children and Families Leadership Team
- **Effective Date:** September 2019
- **Policy Owner:** Children and Families Leadership Team

### Amendments

| Version | Date        | Author  | Change Description            |
|---------|-------------|---|-------------------------------|
| 1       | August 2019 | Group Manager Children's Services – YMCA Brisbane | National Policy Harmonisation |





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