

YMCA OF BRISBANE  
VACATION CARE PROGRAMS

# Family Handbook



07-646



YMCA

We build strong **PEOPLE**  
strong **FAMILIES**  
strong **COMMUNITIES**



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## OUR MISSION

The YMCA of Brisbane works from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

The YMCA of Brisbane is guided to achieve their Mission by the following Christian values:

- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.
- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- Equality of opportunity and justice for all people
- The diversity of people, communities and nations.
- Acceptance of personal responsibility.

## OUR PHILOSOPHY

The Philosophy of YMCA Vacation Care Program is based upon the YMCA Mission Statement with an emphasis on the Rights of the Child

***The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.***

All children are of equal value in our community and will be treated accordingly. Children have the right to learn and grow in an environment of positive guidance and nurturing. In the provision of child care, the interests of the child are of paramount concern.

***The whole person, consisting of a body, mind and spirit, each of which is of equal importance.***

All children have the right to be cared for in a physical environment which is clean, safe and welcoming, which demonstrates respect for the child and provides opportunities for play, exploration and development of self-reliance. All children have the right to be supported in the development of their personality and creativity and their intellectual, social and physical abilities, to their fullest potential.

The protection of a child from physical or emotional harm of any kind is the obligation of each member of our community.

***Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.***

Parents/Guardians have the primary responsibility for the upbringing, protection and development of their children and should be supported in that role. A child's parents/guardians and family are the most important influences in their life. In the provision of care for a child we recognise and respect the role of the parents/guardians and support the parent and family by providing care in an atmosphere of mutual respect and support.

Staff, parents/guardians, carers and members of the wider community will have the opportunity to communicate their ideas, feelings and concerns in an atmosphere of respectful consultation.

***Equality of opportunity and justice for all people.***

Each child will be afforded equal opportunity to participate in all activities and experiences provided in the care environment, regardless of the physical or intellectual limitations of the child, but taking into account issues of safety for all participants in the program. Access to quality child care is the right of each child, regardless of the financial circumstances, cultural background or geographical location of the family.

***The diversity of people, communities and nations.***

Care will be provided in a way that reflects the multicultural and multilingual nature of the community in which we live. Staff and carers will be provided with training which enhances and values the diversity of our children and our community.

***Acceptance of personal responsibility.***

Each child will be afforded opportunities and encouraged to gain a sense of self-worth and a respect for the worth, dignity and rights of others. Each member of the YMCA Vacation Care Program community accepts responsibility for provision of a safe, friendly, non-judgemental, stimulating and educational environment for the care of children.

## OUR GOALS

### FOR CHILDREN

The goals of YMCA Vacation Care Program as expressed in our Philosophy include the following aims and objectives in relation to the knowledge and skills children will be encouraged to develop whilst a participant in our services. YMCA Vacation Care understands the importance of middle childhood and the value of play. Children are encouraged to express their opinion and put forward suggestions for inclusion in the program.

#### ***Social and Emotional:***

These areas of development will assist children to develop self-esteem and self-confidence.

- Encourage children to interact positively with peers and adults e.g. through sharing, turn taking, listening to each other, conflict resolution.
- Provide opportunities for children to be assured of sense of accomplishment and feelings of satisfaction. e.g. through praise, encouragement, displaying art work, dramatic play.
- Encourage children to respect others ideas, feelings, culture and property e.g. through listening, discussions about experiences, feelings and differences.
- Provide opportunities for children to develop self-help skills and independence e.g. setting up their play areas, packing away toys.
- To help children gain self-control and take responsibility for personal behaviour e.g. setting boundaries and limits. Using time out and reflection strategies. Follow up with discussion. Reinforce with positive behaviour management.
- Recognise and allow that children need time to spend by themselves e.g. offer quiet areas, space and time.

#### ***Cognitive:***

To assist intellectual development, problem solving, decision making and reasoning in children of all ages.

- For children to make decisions. e.g. offer choices of alternative activities and food etc.
- For children to think for themselves and learn to solve problems. e.g. science activities, cooking experiences, games and puzzles.
- For children to learn about the world around them e.g. science and nature activities, activities from various countries, incursions and excursions.

#### ***Language and Creativity:***

To assist children to develop communication skills and have the opportunity to express themselves through music and art.

- For children to have the freedom to express themselves through art experiences, finger-plays, music and dance, by listening and responding to their needs and asking questions.
- For children to have ample opportunities to learn new words and skills through reading books, extending on interests, role modelling, describing objects, events and feelings, discussing photographs and posters.
- For children to respect each child's home language by encouraging parents/guardians to provide songs and key words e.g. greetings, music/instruments from other cultures.

#### ***Physical-Fine and Gross Motor Skills:***

Fine motor development will assist in small muscle control, hand/eye co-ordination and writing skills. Gross motor development will enhance large muscle body control and spatial awareness.

- Fine motor - for children to develop small muscle control through practice and repetition of the following experiences - drawing, cutting with scissors, gluing, puzzles, painting and tying shoes.
- Gross motor - for children of all ages to develop large muscle control through practice and repetition of the following experiences – running, ball games, dancing, obstacle courses and balancing.

## FOR THE COMMUNITY

### **Communication:**

The participants in YMCA Vacation Care Programs are expected to follow the process of communication set down in the policies and procedures. YMCA Vacation Care Programs will ensure that all parties involved, including parents/guardians and carers, have the opportunity to communicate their ideas, feelings and concerns in full in an atmosphere of proper consultation and consideration.

### **Information:**

Parents/Guardians, educators and staff will have access to written information outlining the service policies so that the participants fully understand their rights and responsibilities and the rights and responsibilities of the other parties involved. Additional regulatory and work-based information will be provided to educators and staff at induction or commencement with the service and whenever policies change.

Parents/Guardians, staff and educators are required to provide the service with all the relevant personal information in written form needed for the effective operation of the service. Copies of the Education and Care Services National Regulations, the YMCA Stand Alone Vacation Care Programs Policy Manual, YMCA Quality Manual and National Quality Framework Practices Guide, are available for perusal at the Vacation Care Programs.

### **Participation:**

This service recognises that everyone involved in YMCA Vacation Care Program, by the very nature of the program, is a participant and that to share and take part is fundamental in the development and application of policies and procedures, enabling all participants to contribute to the goals and objectives of YMCA Vacation Care Programs. All the participants in our services are encouraged, by means of appropriate democratic processes, to participate as fully as possible in the management and development of YMCA Vacation Care Program..

### **Confidentiality:**

Confidentiality will be exercised as a standard approach when implementing any adopted policies or procedures. While promoting the principles of effective communication and full information to participants, services will treat details of a personal nature as strictly confidential.

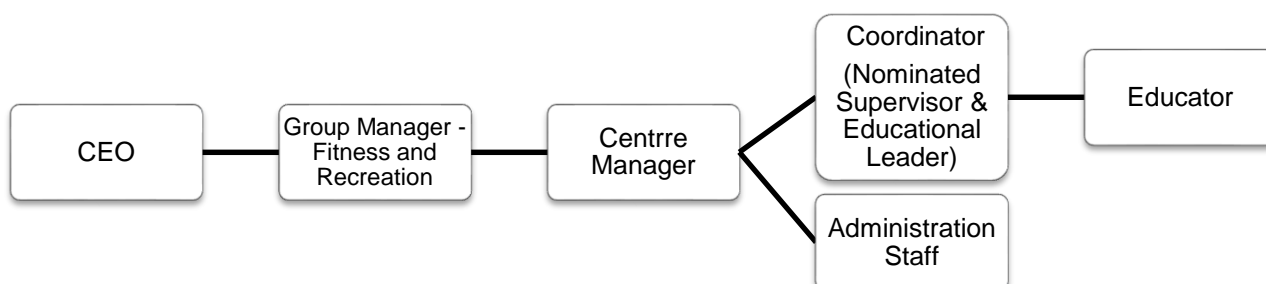
Written information concerning the child or the child's family will be kept separately and should be accessible only to the parent/guardian or staff members to whom the records relate, nominated members of management and, where necessary, the appropriate office of the Office for Early Childhood Education and Care and relevant Australian Government departments.

As well as access to their own records of a personal nature, parents/guardians are entitled to view the general records in relation copies of qualifications of staff members and facilities and equipment used in the operation of the program.

Verbal information in relation to all stakeholders will be discreetly handled and all records thoroughly destroyed after elapse of the mandatory period of retention.

## OUR APPROVED PROVIDER

The Approved Provider of the YMCA Vacation Care Program is the Young Men's Christian Association of Brisbane. YMCA Vacation Care Programs basic organisational structure is as follows:



## ACCESS FOR FAMILIES AND CHILDREN

YMCA Vacation Care Programs aim 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 children aged between Prep and Grade 7.

We are able to provide care for early high school age children if we have Child Care Benefit (CCB) places available and if these children abide by service policy and procedures.

YMCA Vacation Care Programs follow the priority of access guidelines set down by the Australian Government Department of Education, Employment and Workplace Relations (refer Child Care Service Handbook). These guidelines are balanced with the principles of non-discriminatory access and inclusion.

<b>First priority</b>	A child at risk of serious abuse or neglect
<b>Second priority</b>	A child of a parent/guardian who satisfies, or has parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
<b>Third priority</b>	Any other child

If deemed necessary by the YMCA Vacation Care Program management, children classed as a third priority will be required to leave the service to provide a place for a higher priority child. A period of two weeks' notice will be given to parents/guardians to find alternative care, after which their child can be placed on a waiting list at the service if requested.

A waiting list system will be in place for periods when YMCA Vacation Care Programs cannot legally take additional children.

**Vacation Care 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, Employment and Workplace Relations Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. Additional absences may have Child Care Benefit (CCB) 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;
- A temporary closure of the program;
- A period of local emergency; or
- 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.

The Coordinator has the CCB Handbook available at the service that further details the definition of these absences if required. Copies of paperwork will be retained by service.

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

**Vacation Care Policy Reference:** Fees.



## ARRIVALS AND DEPARTURES

For the safety and protection of children and, in keeping with duty of care considerations, YMCA Vacation Care Programs has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the program.

YMCA Vacation Care Programs open at 7.30am. 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, or subsequently in writing, as being authorised to do so. This Register states the child's name and exact time of arrival and departure, printed name of authorised person and signature.

When the authorised person has duly signed in the child, the program takes responsibility for the child until the child is duly signed out by the authorised person. Children should not be dropped off outside the premises; they must be accompanied to the door of YMCA Vacation Care Program and signed in by parent/guardian. Programs will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door.

To comply with Centrelink requirements all absences and non-signature sessions will be initialled by a staff member and must be signed by a parent/guardian as soon as possible. Parents/Guardians should ensure all Attendance Records are appropriately signed by the end of each Vacation Care Program period.

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 fax or 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.

If at closing time (5.30pm) 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 Crisis Care

Parents/Guardians who have residential rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the court papers. Staff will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the custodial parent/guardian, or to an authorised person as permitted under the above procedure. If in doubt, the service Coordinator will contact a parent/guardian immediately to discuss.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the Police will be called immediately.

If a child is required to attend an activity during the YMCA Vacation Care Programs operating hours, written authority must be given prior to the commencement of the activity. Staff will not be available to deliver or collect children from these activities due to staffing ratios. Parents/Guardians are asked to consider this when enrolling children in these activities. YMCA Vacation Care Programs 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.

If families have an emergency appointment and wish to collect children quickly from the service, please telephone in advance and staff will endeavour to have the children ready when parents/guardians arrive.

If, when a parent/guardian arrives, staff suspect that the person is affected by alcohol, drugs or any other substance or medication and does not capable of safely driving home the Coordinator will:

- counsel the parent/guardian, try to delay them from leaving the program and attempt to change their mind about driving, for example offer to call a taxi or someone to come and collect them and the child;
- call the Police to report the concern, give licence plate number and name of person driving car;
- document the incident on a File Note; and
- under no circumstances will staff refuse to release a child to the parent/guardian, remove a child from the parent/guardian forcefully or put themselves, the child or others in danger.

**Vacation Care Policy Reference:** Arrivals and Departures of Children.

## **BABYSITTING**

YMCA Vacation Care Program does not encourage or endorse 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.

**Vacation Care Policy Reference:** Safeguarding Children and Young People.

## **BEHAVIOUR SUPPORT AND MANAGEMENT**

We accept that children will come to YMCA Vacation Care Programs from a variety of backgrounds and various stages of socialisation. Children should be happy and want to attend our services. Behaviour support and management strategies play an important role in the smooth and safe running of the service.

Families, staff and children all have roles to play, as detailed in the Behaviour Support and Management Policy. YMCA Vacation Care recognises the wide range of age groups that access the Vacation Care Programs, 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 Vacation Care Program.

Educators are trained in the developmental stages of the differing ages of the children who attend YMCA Vacation Care Programs and will apply appropriate behaviour support and guidance techniques which will be consistent with the philosophy of the service.

Educators involve the children as far as reasonably possible in developing a specific Code of Behaviour for individual programs. The Code of Behaviour is clear, child-focused, based on acceptable wider community expectations and easy to understand. They are on display throughout YMCA Vacation Care programs.

Educators discuss the Code of Behaviour with the children on a regular basis, helping the children to focus on appropriate behaviour and understand the consequences of choices and actions.

Educators do not at any time humiliate or physically punish (including the withdrawing of food or water) children for inappropriate behaviour.

Educators handle all issues involving the children at YMCA Vacation Care programs. Parents are asked not to approach other children within the program. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the program still apply. If a staff member observes a child breaking the rules they will discuss the behaviour with the child.

On occasion it may be necessary for an Individual Behaviour Plan to be developed for a child. This plan will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional if required.

Supervised timeout will be used where required to allow a cooling-off period for the child. This timeout will be no longer than 10 minutes, or as defined by an individual behavioural plan.

YMCA Vacation Care Programs have a duty of care to all children who attend and educators who work within the program. If:

- A child places the safety and well being of others at risk; or

- A child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from a social group); or
- A child continually refuses to comply with the rules of the program,

then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from YMCA Vacation Care Program temporarily or, in some cases, permanently.

Except where a child's behaviour may reasonably cause physical danger, the first, second and third instance that a child breaches the service Rules of Behaviour, educators will complete and sign an Incident Report. The parent/guardian will be required to sign the Incident Report upon review together. The Incident Report will be kept in the individual child's file.

After the third incident, and after the above steps have been followed, a decision will be made as to whether the child will be excluded from the program. In making the decision to exclude a child, all documentation of the child's behaviour will be submitted to the Centre Manager. Documentation can include observations, checklists, child profiles, records of meetings and conversations.

The Coordinator and Centre Manager will meet with the parent/guardian to discuss the behaviour concerns and possible exclusion. The Centre Manager will advise the CEO of the decision to exclude a child and provide documentation when necessary.

The parent/guardian will be informed verbally regarding any exclusion issue concerning their child and the exclusion will be confirmed in writing. The correspondence will detail reasons for exclusion, including history of events and steps the parent/guardian can take to resolve the situation.

A meeting will be held between the Coordinator, the Centre Manager, parent/guardian and child to discuss possible strategies for including the child back into the program.

If behaviour is evident upon any re-admission to future vacation care programs, permanent exclusion will apply.

The parent/guardian will have the right to appeal in writing to the Chief Executive Officer of the YMCA of Brisbane in relation to any exclusion of their child. The appeal period expires seven days after the parent/guardian receives written notice of exclusion.

If children's behaviour causes or may reasonably cause physical danger to themselves, other children or staff, the parent/guardian will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Coordinator and the Centre Manager with notification given to the Group Manager and/or CEO with consideration to confidentiality.

The YMCA Vacation Care Programs management recognises the need for privacy in all matters relating to the care of our children. All YMCA of Brisbane staff have signed and agree to abide by a confidentiality agreement.

Whilst every effort is made to include all children into YMCA Vacation Care Program, there may be some children for whom our service is not suitable.

**Vacation Care Policy Reference:** Behaviour Support and Management, Exclusion for Behaviour Reasons.

## **BOOKINGS AND CANCELLATIONS**

Parents/Guardians must notify staff of cancellations to a session booking. Children are not to ring to cancel or make a booking. If a booking is to be cancelled two week's notice must be given.

Daily fees are not refundable or transferable and cannot be cancelled without a doctor's certificate once the booking form has been received.

**OSHC Policy Reference:** Arrivals and Departures of Children, Fees.

## CHILD CARE BENEFIT AND CHILD CARE MANAGEMENT SYSTEM

All families are eligible to apply for Child Care Benefit. Australian residents using child care provided by approved childcare services may receive CCB. The rate of CCB paid is determined by family income. The Family Assistance Office (FAO) is the organisation that administers CCB. Parents are responsible for contacting FAO to discuss their eligibility and registration. FAO is responsible for the administration of work test to determine family's work status. Full fees will be charged until CCB confirmation is received by the YMCA Vacation Care Program.

Families may be eligible to receive:

- 24 Hour Limit on CCB per week per child for care that is not work related. Special exemptions can apply according to strict Government guidelines.
- 50 Hour Limit CCB per week per child for families that meet the FAO work test.
- 50+ Hour on CCB per week per child can be applied for where parent/carers need more than 50 hours of care due to work related commitments and associated travel time. Application is made through FAO.

The Child Care Management System (CCMS) is a national system that brings all approved child care services online. YMCA Vacation Care Programs use CCMS registered software to record child, enrolment and attendance information. We report this data to the Department of Education, Employment and Workplace Relations via the internet to allow calculation and payment of CCB reductions.

All families are strongly encouraged to contact the Coordinator and test their eligibility for CCB, either to claim a reduction in fees through CCB or to claim the 50% CCR. In order to claim either of the above families must supply the service with the account holders CRN and correct date of birth as well as all children's CRN's and dates of birth. This information is then used to formally enrol children under the CCMS.

Please be aware that your account balance can change, even after full payment has been made. This can be due to a number of factors, the most likely is due to Centrelink altering your % rebate due to a change in family income circumstances. YMCA has no control over these changes to accounts as a result of Centrelink changes. As a result YMCA may forward you an additional invoice for the adjusted balance, this can typically occur during the quarter after the Vacation Care Program.

DEEWR collect attendance details for all children attending services on behalf of the Department of Human Services. Unless parents supply services with accurate dates of birth and CRN's that match the information held by the Department of Human Services children may not be correctly enrolled in the CCMS system.

**OSHC Policy Reference:** Fees.

## CHILD PROTECTION

The YMCA regards its 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.brisbaneymca.org.au](http://www.brisbaneymca.org.au) Please take the time to read these policies to better understand our guiding principles and how you can report child safety concerns that you may have. Your feedback is always appreciated. The YMCA has a moral and legal duty of care for children associated with the service whilst not in the care of the parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours for children.

All staff hold a blue card to work with the children and have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

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

## CLOTHING

Please name all belongings.

During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them. Clothing should also comply with sun safety guidelines e.g. no strappy tops.

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. Children are allowed to take their shoes off inside, but shoes must be worn whenever outside, unless otherwise approved by the educators so that children can safely participate in an activity.

Hats will be worn during outside activities, we recommend the wearing of broad brimmed style hats. We have a NO HAT NO PLAY rule. We will endeavour to source a hat if a spare hat is available, however children may need to sit out if a hat cannot be sourced.

If participating in water based activities in the North Pine River children must have enclosed footwear (ie old shoes, booties).

**OSHC Policy Reference:** Sun Safety and appropriate clothing policy.

## COMMUNICATION WITH FAMILIES

YMCA Vacation Care Programs recognise that everyone involved in Vacation 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 in the program they attend.

Your feedback is important to us. You are able to provide feedback any time during the duration and after program. All feedback is welcomed and kept confidential. .

We are an Approved Service approved by the Office for Early Childhood Education and Care (State). We are also assessed against the National Quality Framework, My Time Our Place monitored by the Australian Childrens' Education and Care Quality Authority.

The Education and Care Services National Regulations 2011 allows for parents/guardians to request information from their Vacation Care Program about the following:

- General description of activities and experiences given by the program;
- Program philosophy about learning and child development outcomes and how it is intended that the outcomes will be achieved; and
- Goals about knowledge and skills to be developed through the activities and experiences.

**Vacation Care Policy Reference:** Communication with Community, Communication with Parents/Guardians, Assessment Requirements under Legislation, Quality Compliance.

## COMPLAINTS, CONCERNS AND SUGGESTIONS

YMCA Vacation Care Programs 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 much as possible.

The Coordinator is to log all complaints, the records of relevant discussions and the resolution of the complaint promptly on a Complaints Record. A copy of complaints is to be retained by the program.

If it is not appropriate for the complaint to be made to the Coordinator, the complainant will have direct access to the Centre Manager. The Coordinator will permit and, if appropriate, encourage the complainant to do so. This complaint must be in writing.

The person responsible for managing the complaint will assess the complaint and notify the Group Manager for Sport and Recreation and the CEO if necessary. The complaint will be discussed and a course of action decided upon. Notification of receipt of the complaint will be sent to the complainant.

**Vacation Care Policy Reference:** Complaints Handling.

## DAMAGE TO EQUIPMENT OR FACILITIES

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent/guardian.

**OSHC Policy Reference:** Play Equipment.

## DUTY OF CARE

YMCA Vacation Care Programs management seeks to provide an environment that protects from harm. This applies to not only the children within the programs, but also families, staff and others within the programs communities. Access to policies and procedures is provided to all families and staff within our programs and adhered to during day to day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks that may breach a duty of care owed to people attending YMCA Vacation Care Programs.

**Vacation Care Policy Reference:** Behaviour Support and Management, Protection of Children, Risk Management and Compliance, Workplace Health and Safety.

## EMERGENCY EQUIPMENT AND FACILITIES

YMCA Vacation Care Programs aim to provide equipment and facilities in accordance with recognised legislative standards. Smoke alarms and fire fighting equipment are regularly maintained and tested. YMCA Vacation Care Programs are equipped with an Emergency Kit designed to be used in the event of natural disaster and/or electrical failure.

**Vacation Care Policy Reference:** Drills and Evacuation, Emergency Equipment and Facilities.

## ENROLMENT AND ORIENTATION

Parents/Guardians are required to complete an Enrolment Form and a Booking Form before any child is able to attend the YMCA Vacation Care Program. A meeting with program Coordinator 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. Each newly enrolled family will receive information related to the program. You will be shown around the centre/grounds and be given a rundown on basic operations such as staffing and programming.

If your child has additional needs, a meeting will take place between relevant parties (e.g. parents/guardians, Coordinator, Occupational Therapist) before the child commences. This information will help us to meet the needs of your child. Issues discussed will be:

- Level of support the child requires;
- Duration of support;
- Necessary training of staff and volunteers;
- The safety of all children enrolled;
- Environmental factors; and
- Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child.

All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. For legal and safety reasons no child will be accepted into YMCA Vacation Care Program without completing these forms.

**Vacation Care Policy Reference:** Access for Families and Children, Enrolment, Fees.

## ENVIRONMENT AND FACILITIES

YMCA Vacation Care Programs 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 Vacation Care Programs provide space for children to participate in active or quiet play, individually or with friends. Different areas 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.

*Vacation Care Policy Reference:* Facilities and Resources, Illness and infection.

## FEES AND OVERDUE FEES

It is our aim to provide a quality service to families at an affordable price. The fee schedule is included in the Family Information provided. Vacation Care 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.

All fees in relation to Vacation Care must be paid in advance, preferably at time of booking. Cancellations will be in accordance with the Fees Policy.

Statements will be issued to families detailing information as required by Australian Government Department of Education, Employment and Workplace Relations Child Care Benefit Handbook.

A receipt will be issued at the time of payment, regardless of the method of payment. If you do not wait for a receipt to be issued by a staff member, payment will not be possible. Staff will not, under any circumstances, receive a payment without issuing a receipt.

Payment by BPAY is the preferred payment method. Your statement will include our biller code and your reference code. Please allow up to 2 days for your payment to register on our system. EFTPOS, Cash, Credit Card, and Cheque/Money order options are also available. .

As a non-profit organisation YMCA OSHC services rely on prompt payment of fees to ensure they remain viable. If fees are not paid by the due date the Coordinator will apply a late fee charge. A debt collection agency will be utilised when fees remain unpaid.

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

*Vacation Care Policy Reference:* Budgeting and Planning, Fees.

## FIRE, HARASSMENT AND LOCKDOWN

YMCA Vacation Care Programs management have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons who are involved with our services. Programs are required to practice drills at least once during each Vacation Care Program. . 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. During drills or in the event of an actual threat, staff will attempt to calm the children and keep them safe. Parents/Guardians are asked to show understanding and patience if they arrive at the centre while a drill is being undertaken.

*Vacation Care Policy Reference:* Drills and Evacuation, Emergency Equipment and Facilities, Security.

## FOOD

YMCA Vacation Care Programs request 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. Parents/Guardians who

continuously send nut products to the service will be sent correspondence requesting that they no longer pack these products for their children.

YMCA Vacation Care Programs 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. We will provide morning tea, lunch and afternoon tea each day. A menu will be displayed at the sign-in table for your purusal. If your child has a healthy appetite we suggest you pack additional healthy snacks for them to eat.

Children are not permitted to bring lollies or chewing gum to the program.

Water is available to children at all times.

Please remember to inform the program if your child has any food allergies or has a special diet (including religious or cultural). This information should be provided on the Enrolment Form and Food Considerations Form.

**Vacation Care Policy Reference:** Nutrition, Food and Dietary requirements.

## FOOD HANDLING

YMCA Vacation Care recognises the need for effective food handling and storage practices to ensure that food is not contaminated. All food which is handled (including preparing, eating or storing) at YMCA Vacation Care services is handled according to the recommended food handling and storage guidelines.

When appropriate children will assist with food handling and serve food to other children and staff. YMCA Vacation Care Leaders will ensure all people handling food have washed their hands thoroughly, wear disposal gloves and use appropriate food handling equipment and/or utensils.

**Vacation Care Policy Reference:** Nutrition, Food and Dietary requirements

## ILLNESS AND INJURY

Whilst YMCA Vacation Care actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries take place. 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. Please sign this form after speaking with staff to verify you have been advised of the incident. 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 Vacation Care Programs.

Qualified staff will administer basic first aid only. If contact cannot be made with parent/guardian and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Under the Community Ambulance Cover Act 2003, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at own cost.

If a child becomes ill or injured while attending YMCA Vacation Care:

- staff will comfort and calm the child;
- All head injuries will be reported to parent/guardian via phone, notifying of circumstances including treatment administered and if child has returned to normal activities if deemed appropriate by qualified staff member;
- staff qualified in first aid will administer appropriate first aid and assess the child's condition in consultation with Coordinator;
- No staff member will administer non-prescribed medications to any child;
- If necessary, the Coordinator, or qualified staff member, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;



- If necessary, the Coordinator, or qualified staff member, will contact the parents/guardians to collect their child as soon as possible;
- The child will be kept under adult supervision and their condition monitored until the parents/guardians arrival; and
- Where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child's doctor.

Symptoms of illness include, but are not limited to:

- Vomiting or diarrhoea;
- High temperature, flushed appearance or unusual pallor;
- Skin eruptions or swelling;
- Severe coughing or unusual coloured nasal discharge; or
- Stomach or headaches that are severe enough for a child to comment on to a staff member.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- The Coordinator, or qualified staff member, will direct a staff member to call an ambulance;
- All attempts will be made to notify the parents/guardians;
- If parents/guardians are unable to accompany the child to the hospital, the Coordinator, or qualified staff member, will accompany the child provided that at least one staff member who is qualified in first aid is left at the service and that the service staff ratios are still met; and
- Costs incurred in obtaining medical attention for a child will be met by the parents/guardians.

The Coordinator will ensure that each child with a diagnosed medical condition i.e. asthma, diabetes, epilepsy, etc. has an Individual Medical Emergency Plan.

YMCA Vacation Care Programs do not have access to EpiPens for use on children, if your child requires an EpiPen consideration should be given to supplying the service with one.

**OSHC Policy Reference:** Illness and Injury.

## **INFECTIOUS DISEASES**

YMCA Vacation Care Programs strive 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\*, whilst respecting the rights of individual privacy. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

\* 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)).

### **Reporting**

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. Children who are ill should not be brought to the service.

YMCA Vacation Care Programs are responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Australian Government Department of Health) and also to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

The Coordinator will maintain records in regard to infectious disease. These records will include the child's name, age, symptoms, date and time staff first noticed the illness and any action taken. This record will NOT be available to other parents/guardians in view of the sensitive nature of a child's health information. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this service.

The rights of individual privacy will be respected at all times, and in particular the Information Handling Policy will be observed by all staff implementing these procedures relating to infectious diseases.

## **Exclusion**

All people, including children and staff, who are suffering from any infectious diseases need to be excluded from YMCA Vacation Care Program to prevent others from being introduced to the infection. Staff and children will be excluded from the program if there is an outbreak of an infectious disease against which they have not been immunised. When any person is found to be showing signs of any infectious disease:

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- For staff, they will immediately be released from work to seek immediate medical attention and for the period of the infectious disease;
- For parents/guardians or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises until they are no longer suffering from the infectious disease; and
- If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Australian Government Department of Health requirements).

YMCA Vacation Care Programs refer to the National Health and Medical Research Councils 'Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2005)' to determine exclusion periods.

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/staff, the doctor's certificate will be required before the child/staff member is re-admitted to the service.

## **Head Lice**

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. All children with long hair are encouraged to wear their hair tied back.

*Vacation Care Policy Reference:* Infectious Disease, Information Handling.

## **INFORMATION HANDLING**

To protect children and better provide its services, YMCA Vacation Care Programs management seeks and deals with personal and sensitive information relating to families, children and others. YMCA Vacation Care Programs 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 personal records will be stored and kept in a confidential manner. All information will be strictly limited to use by the service as outlined in the Information Handling Policy. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. No information will be given to any other person unless subpoenaed by a court or required by the Family Assistance Office or Department of Education, Employment and Workplace Relations. Please see the Coordinator about accessing these records.

All YMCA of Brisbane staff are required to sign confidentiality agreements in relation to private information relating to families and children attending the service.

*Vacation Care Policy Reference:* Information Handling.

## **LATE COLLECTION AND FEES PAYABLE**

Closing time of YMCA Vacation Care Programs is 5.30pm. 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. Parents/Guardians who collect their children after this time will incur a late fee. This fee is further outlined on the YMCA Vacation Care Fee Schedule.

**Vacation Care Policy Reference:** Arrivals and Departures of Children, Fees.

## APPROVED SERVICE

This program is approved by the State Office for Early Childhood Education and Care under the Education and Care Services National Regulations 2011. The program must comply with the Law 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: <http://education.qld.gov.au/earlychildhood/>

**Vacation Care Policy Reference:** Quality Compliance, Staffing Ratios.

## MEDICATION

In the interests of health and wellbeing of the children, YMCA Vacation Care Programs will permit medicines to be given to a child only if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours. Medication without prescription labelling CANNOT be administered.

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 stored in a lockable cupboard. No medication is to be stored in a child's bag.

For asthma, diabetes or other similar ongoing medications, parents/guardians are required to advise the Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

On occasion it may be necessary for an Individual Medical Emergency Plan to be developed for a child. These plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding asthma, epilepsy etc.

**Vacation Care Policy Reference:** Illness and Injury, Medication.

## PARENT/GUARDIAN AND VISITOR CODE OF CONDUCT

Staff are available for parents/guardians and visitors to speak to briefly at all times when the program is open. Longer, more confidential appointments can be made with the Coordinator. If you wish to speak to someone other than the Coordinator if you have a concern or complaint, you can follow the Complaints Handling Policy. This ensures an opportunity for you to express any concerns you may have regarding the operation of the program in a suitable manner.

The YMCA Vacation Care Program Parent/Guardian and Visitor Code of Conduct states that upon entry to YMCA Vacation Care Program you will:

- Address staff, children and others in a respectful manner.
- Refrain from smoking anywhere on grounds.
- Refrain from swearing or shouting.

- Refrain from approaching children within the service in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of staff.
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if the person does not respond to a request to leave the premises.
- Parents and Guardians have rights and responsibilities associated with their involvement in YMCA OSHC.
- Will not take any photos or use any recording devices without seeking all required authorisations in accordance with the Photography Policy.

Parents/Guardians have a responsibility to:

- Encourage good behaviour habits in their children;
- Encourage their children to accept the service's Rules of Behaviour;
- Provide support and feedback to the program regarding Rules of Behaviour;
- Consult with program staff at a mutually convenient time about any concerns and treat program staff with respect and courtesy; and
- Conduct themselves in a way that does not make staff feel threatened. This includes shouting, swearing or intimidating behaviour at odds with the Parent/Guardian and Visitor Code of Conduct.

Parents/Guardians have a right to:

- Be respected and recognised as the major influence upon their child's development;
- Be able to express themselves on matters of service policy;
- Meet with program staff at a mutually convenient time; and
- Be offered the same courtesy and respect within the service as the service staff.

Parents/Guardians may be excluded from the program if staff feel threatened either physically or verbally.

**Vacation Care Policy Reference:** Communication with the Community, Communication with Parents/Guardians, Drills and Evacuation.

## PERSONAL EFFECTS

The bringing of electronic toys such as PSP's and I-pods is not allowed, as we cannot guarantee the safety of these expensive items. If a child does bring personal belongings to the service, they will be taken from the child and returned at the end of the day to the parents. We supply a range of appropriate activities for our children alleviating the need for personal belongings to be brought from home. Children's mobile phones are not permitted at YMCA OSHC services. We have a landline phone on which parents/guardians can contact us at any time.

**Vacation Care Policy Reference:** Lost Property, Play Equipment, Program.

## POLICIES AND PROCEDURES

In addition to the YMCA of Brisbane Quality Manual, YMCA Vacation Care has extensive policies and procedures which reflect the Philosophy and Goals of our program. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Vacation Care Programs. It is a large document, parents will be made aware of its existence, and are welcome to read. For easy referencing a copy is kept next to the Attendance Register on the Family Information Table.

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 Vacation Care Programs management.

**Vacation Care Policy Reference:** Policy and Procedure Review.

## **PROGRAMMING**

YMCA Vacation Care Programs plan, design and provide tailored programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, YMCA Vacation Care Programs 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 Standards, 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 at the program.

The Coordinator will happily discuss any aspect of the program with interested parents/guardians. Family surveys are handed out at the end of each Vacation Care Program for parents/guardians' and children's thoughts and input into the program.

*Vacation Care Policy Reference:* Play Equipment, Program & Program Evaluation.

## **RESPECT FOR CHILDREN**

The best interests of the child are of paramount concern at YMCA Vacation Care Program and our programs endeavour to provide care that respects the child's dignity and privacy at all times and that considers children as unique and valued individuals. Children are considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and where possible the physical and aesthetic environment of the program. We respect the abilities and diversity of all children in our care. YMCA Vacation Care Program staff members are dedicated to building and maintaining inclusive environments.

*Vacation Care Policy Reference:* Diversity, Inclusion and Respect.

## **RUNAWAY CHILDREN**

YMCA Vacation Care Programs 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 within program grounds and in areas approved by the Office for Early Childhood Education and Care under the Education and Care Services National Regulation 2011. If a child chooses to leave the 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.

*Vacation Care Policy Reference:* Arrivals and Departures of Children.

## **QUALITY ASSURANCE**

All YMCA Vacation Care Programs are registered to participate in the National Quality Standard Assessment and Rating process. All programs are approved, enabling customers to apply for Child Care Benefit from the Family Assistance Office.

Parents/Guardians are encouraged to discuss the National Quality Standards with staff to gain an understanding of how we fulfil requirements such as staff child interactions, community involvement or programming. The National Quality Standards Assessment and Rating process assesses all areas of a program and relies upon the involvement of all stakeholders.

Assessments and Ratings are displayed at all YMCA Vacation Care Programs.

*Vacation Care Policy Reference:* Quality Compliance.

## STAFFING

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least two adults at all times to ensure that they are protected from harm:

At the service	one staff for every 15 children
During water activities	one staff for every eight children
Excursions	one staff for every ten children

YMCA Vacation Care Programs management endeavours to provide adequate, relevant and ongoing training and development for staff to enable them to do their job better and to comply properly with these policies and procedures and other requirements of YMCA Vacation Care Programs.

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 Approved Provider of the service, a current positive suitability notice under the Commission for Children and Young People Act 2000.

**Vacation Care Policy Reference:** Staff Employment, Staff Grievances, Ratios, Staff Role and Expectations, Staff Training.

## STAFF CODE OF ETHICS

YMCA Vacation Care programs have adopted a professional Code of Ethics for Vacation Care staff to establish a consistent and diligent approaches to working with children, families, management and other staff in the Vacation Care Program community. The Code of Ethics provides a foundation on which to develop mutual respect, trust and appreciation of others. It defines values and enables our practitioners to reflect on their roles and to make responsible choices.

The Staff Code of Ethics addresses staff conduct in relation to children, families, colleagues, management and the community.

**Vacation Care Policy Reference:** Staff Code of Ethics.

## SUN SAFETY

Children, staff and volunteers will 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.

Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. 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 Vacation Care 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. If your child has their own sunscreen, please inform staff in the morning of care. Sunscreen will be applied twenty minutes prior to going outside or swimming, and children are encouraged to reapply every two hours whenever they are outside or swimming. Staff will help apply sunscreen to Prep, Year One and Two children's faces and ears. Older grades will apply their own sunscreen with supervision of staff. Children will be reminded to apply sunscreen appropriately and regularly.

Clean, cool water is readily available to children. Staff will remind the children to drink more in summer months. The service recommends the children bring a plastic drink bottle. This bottle should be clearly named.

Sun Smart rash shirts or long sleeved t-shirts must be worn over swimmers during swimming, as well as sunscreen. Children without adequate sun protection must play indoors or under cover areas only.

**Vacation Care Policy Reference:** Preventative Health and Wellbeing.

## TOILETING

YMCA Vacation Care Programs recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. Thus YMCA Vacation Care programs 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 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.

*Vacation Care 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 Vacation Care Program. These photos may be used for display within the service and used as part of our programming process and for promotional or advertising material. The children take great pride in having their day-to-day lives documented this way.

### For Parents and Family Members

In relation to any parent or family member who is visiting the service with the intention to take photographs the service will ensure:

- All families are notified in advance of when, why and by whom photographs may be taken in the Service.
- All families are given the opportunity to object to their child being involved in any photographs, and that these wishes are respected.
- Any parent or family member may only photograph their own child unless given permission by another child's parent.

The Program accepts that families may want to display photographs of their own child on the internet; however we do not condone the display of photographs taken of children from other families.

The Service will respect the wishes of all families who do not wish their child to be photographed and will be responsible for ensuring that the child is not photographed while in attendance at the program. This may mean however, that the child may be removed from group situations where photos will be taken.

If a parent has given permission for their child to be photographed by anyone other than a staff member or educator, the program does not accept responsibility for the distribution or use of any photograph taken.

The Service does not allow any other individual visiting the service to take photographs of any child without written permission from the child's parent or authorised nominee. An example of such an individual may be an organised Photographer. This is due to the inability of the program to guarantee to families that photographs will not be uploaded and displayed on the internet.

*Vacation Care Policy Reference:* Safeguarding Children and Young People Policy, Photography Policy.

## VOLUNTEERS AND STUDENTS

Volunteers are a valued and integral part of the YMCA of Brisbane. From time to time YMCA Vacation Care Programs accept students from local schools, TAFEs and universities as volunteers. Photos of these students will be posted on the Family Information Noticeboard.

*Vacation Care Policy Reference:* Arrivals and Departures of Children, Fees.

## **YMCA BENEVOLENCE**

For over 140 years, the YMCA of Brisbane has been well-recognised for running a variety of charitable programs and services.

Since the creation of Y-Care (South East Queensland) Inc., the Brisbane YMCA together with an increasing number of donors, supporters and volunteers is now able to offer a much more diverse range of benevolent services to positively impact on an increasingly larger number of persons, particularly in the South East corner of Queensland. In particular, Y-Care has further strengthened its focus on the provision of facilities and programs for disadvantaged young people who are in desperate need of help.

Y-Care projects include food for the homeless, affordable housing, school breakfasts, youth benevolence and youth homelessness.