

October 2024



Outside School Hours Care

Family Handbook

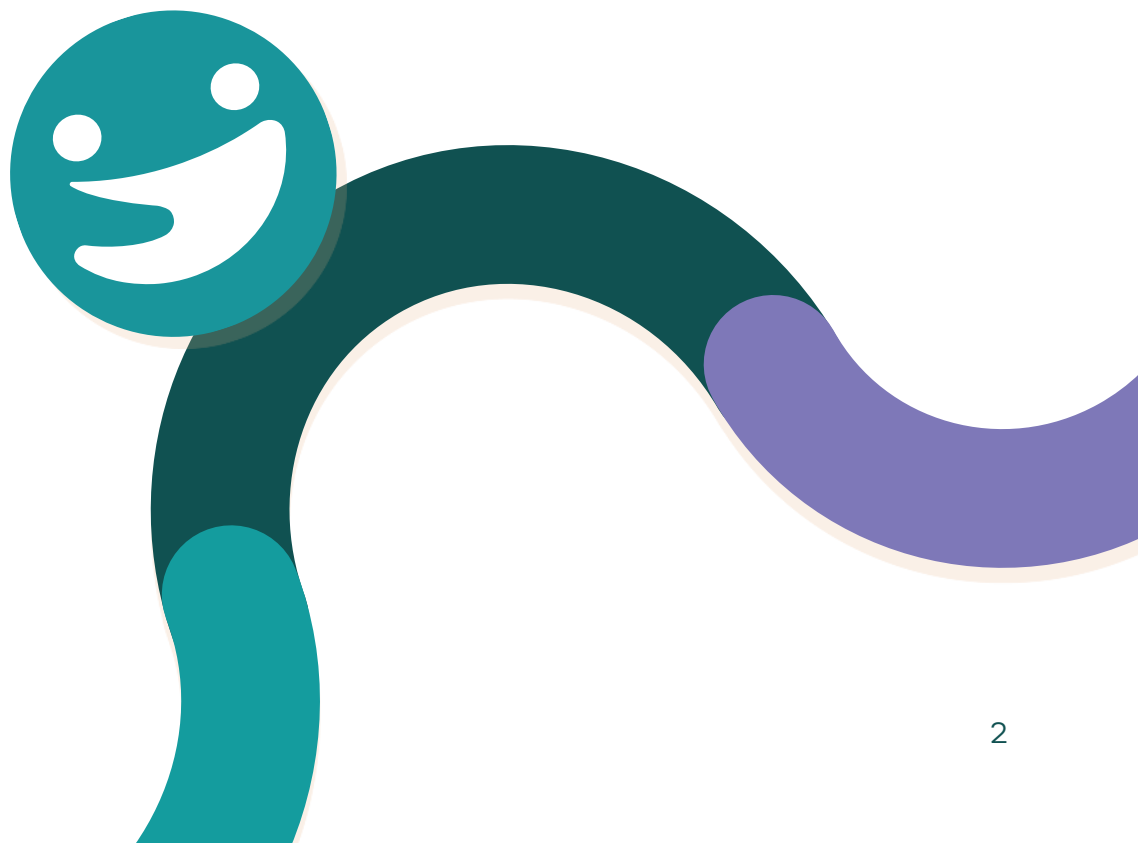
This handbook contains information you will need to know while your child is enrolled in our programs. Please read all the sections of this handbook carefully. If you have any further questions or feedback, please talk with us.

www.lifely.org.au



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To empower people with a disability, their families and carers to make choices that enhance their lives.

Vision

The things that matter.

Advocacy

Belonging

Care

Choice

Community

Connection

Mission

To provide inclusive high-quality services for people living with a disability in regional Victoria, New South Wales, and South Australia.

We're dedicated to inclusivity in race, gender, age, religion, and identity, ensuring top-quality disability and children's services in a welcoming, harassment-free environment.

Diversity



What *is* Lively

Lively is a disability service provider with 40 years of experience supporting regional Australians with a disability and their families.

We have deep roots in the country and believe regional people living with disabilities deserve access to the highest quality participant-centred services.

So, we're on a mission to provide inclusive high-quality disability and children's support service in regional Victoria, New South Wales, and South Australia.

To put it simply, we help make people's everyday lives better by providing a wide range of personal, home, social and recreational services for kids and adults with a disability and their families.

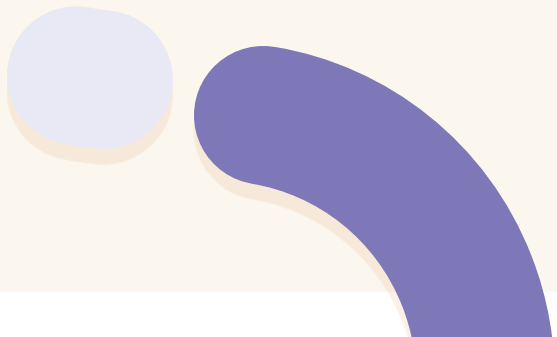
Our big vision is an inclusive Australia where people with a disability are supported and empowered to live a life filled with choice, connections and belonging.

Child safety

We are a child-safe organisation that puts the best interests of children and young people first. We abide by the National Principles for Child Safe Organisations. We consciously and systematically:

Create an environment where children's safety and wellbeing is at the centre of thought, values and actions.

Emphasise genuine engagement with and valuing of children and young people.

- Create conditions that reduce the likelihood of harm to children and young people.
 - Create conditions that increase the possibility of identifying any harm.
 - Respond to any concerns, disclosures, allegations or suspicions of harm.
- 



What *is* Outside School Hours Care?

What do you do when the school day has finished, but your day hasn't? How do you keep your child busy during the holidays while you work or study?

The answer for many families is outside school hours care, also known as OSHC. OSHC is supervised care, play, and education for school-age children and young people after school and school holidays.

Our Philosophy

At Lively Outside School Hours Care (OSHC), we provide a warm, fun and safe environment that connects and cares for children, young people, support workers, families and the community.

We nurture your child's physical, emotional, social, cognitive and spiritual wellbeing by providing an environment that encourages them to get involved, take risks and explore nature.

We are invested in delivering high-quality programs led by qualified, capable, passionate and engaged support workers and volunteers.

We respect diversity by acknowledging our families and the community's cultural backgrounds, languages, values, and contributions.

OSHC at Lively

At Lively, we specialise in high-intensity OSHC services for families with a child or children living with a disability attending specialist schools.

Children living with disabilities often need a more focused, tailored approach to after-school care than their typically developing peers.

We support families like yours to balance their work, study and home commitments while providing a safe environment for students to learn and play with their friends after school.

Our educators plan a wide variety of activities every day, including themed days, excursions and special guests. The children can practice their social skills with the support of higher staff ratios.

Learn, Play, Grow

We are committed to providing an engaging educational program that supports your child's needs and interests.

Our after-school care program was developed using a strength-based approach. It takes into consideration the following frameworks:

- My Time, Our Place Framework for School-Aged Care
- Victorian Early Years Learning and Development Framework
- National Quality Standards
- NDIS Quality and Safeguarding Framework

Our motivation each day is to make sure your child feels confident, happy and connected to their world. We create a supportive environment that helps children and young people feel comfortable exploring their interests and taking the next step in their learning and development.

Our strengths-based education program is designed to foster their social, creative, and physical skills through art and craft, cooking, games, support with homework and more.

These experiences are designed to encourage every child to participate.

However, we acknowledge that engagement and participation may differ between children.

We appreciate that your child may need periods of rest and relaxation; therefore, we have areas available for children to rest when needed.

We aim to create the following outcomes for your child:

- Enthusiastically nurture their ideas, interests and capabilities
- Incorporate your feedback and insights into their care plan
- Incorporate their routines and transitions into their OSHC care
- Provide engaging learning opportunities delivered by well-trained support workers.

Our team also creates a personal profile for each child in our care based on their goals, passions and strengths. We track your child's progress towards their goals through stories and reflect on ways to extend their learning in the future.

You can learn more about the National Quality Framework and disability standards by visiting The Australian Children's Education & Care Quality Authority and the Australian Department of Social Services website.

Alternatively, you can speak with our OSHC Coordinator.



A Passionate Team

Our motivation each day is to ensure your child feels confident, happy and connected to their world.

As parents and guardians, you play the most significant role in your child's education, and we look forward to working together to encourage their growth and development.

Qualified Educators

Our team of dedicated educators are passionate about working with children with a disability and good-quality education. They also have the following traits and qualifications:

- Level 2 first aid and CPR certificate
- Anaphylaxis training
- Asthma Management training
- Working with Children Card
- NDIS Worker Registration
- Clear police check

Active supervision

Our support workers actively supervise your child, the environment and each other with effective and consistent communication, systems, policies and procedures.

We know that actively playing alongside the children and young people is the best way to supervise, respond and promote positive interactions and learnings.

School holidays at Lifely

We run holiday programs during each school holiday break. These programs are

open to all families regardless of attending OSHC during the term.

Our holiday programs are full of stimulating and engaging activities for children and young people, run by our energetic support workers.

Each day includes planned activities, such as excursions, guest presenters and centre-based activities. An alternative activity will be organised if an incursion or excursion cannot run due to unforeseen circumstances, such as poor weather.

Children participating in incursions can enjoy the main program of the day as well as everyday activities.

Please bring the following items to any School Holiday Program:

- Water bottle
- Sunsmart hat (terms one and four)
- Lunch and snacks

Our school holiday program timetable is released approximately one month before the end of term.

You can book via phone or collect a form from your school.



Getting Started

Enrolling your child

We welcome all new enrolments into the program. Enrolment packs can be collected from your school's office or by contacting your school's **OSHC Coordinator** for your child's program.

The enrollment pack is comprehensive; we must collect all the information required to support your child.

We encourage you to call the **OSHC Coordinator** for your child's program for more information regarding enrollments.

Permanent bookings

Booking permanent days of care with us ensures your child a guaranteed place. Regular bookings help give children and young people a sense of stability and belonging to their environment.

To make any changes to your permanent booking, whether it be a cancellation or addition, please contact the **OSHC Coordinator**.

Casual bookings

We understand that families need flexibility in their childcare options. We offer you the ability to make casual bookings, with or without permanent days.

We try to accommodate all requests; however, casual bookings are entirely subject to availability.

To ensure every child's safety, our programs will not operate above the licensed number of places or above our specific child to staff ratio.

Waitlist

When a program reaches capacity, we create a waitlist for enrolled families seeking additional days or bookings changes and new families requiring care.

Your family's responsibility is to inform Lifely of any changes to personal information or care requirements during the waiting period.



Finding *your* Feet

Starting in OSHC is a big step in your child's life. Our role is to provide your child and their peers a safe space after school to allow them to continue developing, socialising and enjoying themselves.

Bring your child for a visit

OSHC transition becomes more manageable when your child feels like they're in a familiar setting.

We encourage you to join your child at their orientation session, where it's appropriate. During this time, your child can familiarise themselves with our support workers and other children and young people in the program and learn what to expect during their time with us.

We may ask for shorter periods of support during orientation from time to time. We want this experience to be as positive as possible, a slow transition into the program may be best for your child. We will be sure to discuss this with you before care starts.

Preparing for your child's first day

We want your child's first day to be exciting and full of fun. But we also want it to feel supportive, smooth and calm for you and your family. We provide a wide range of essential items.

We provide a wide range of essential items for your child during their time at OSHC.

- Healthy snacks
- Sunscreen
- Toys
- Educational resources
- Sports equipment

Healthy food for growing kids

Nutritious food is essential for your child to concentrate and actively participate in their world.

Our programs provide healthy meals and snacks to your child, which follow the Healthy Eating Guidelines for Children and Adolescents.

We understand that your child may have specific requirements for their meals. We can cater to most diets, including cultural and religious preferences. Please share your child's needs with us, and we will do our best to cater for them.

If your child requires food brought from home, please discuss this with your OSHC Coordinator before doing so.

Please note our programs aim to be nuts safe, so please do not bring foods that contain nuts.



Picking and dropping off your child

When you arrive at the program to pickup your child up, we encourage you to talk to us about how they are going and hear about your child's day at the program.

Regular communication helps to ensure your child's development between home, our program, and school is consistent and enjoyable.

On arrival for the safety of the children in our program, the glass doors have been locked. Please ring the doorbell to alert our team that you have arrived to collect your child.

Signing-in

Our service follows an arrival and departure policy and procedure to ensure safety is always maintained. All children and young people must be signed in and out of the program by an authorised person.

The names and contact numbers of all people authorised to collect your child must be included in the child's enrolment record. Any changes to these details must be given to your program in writing as soon as possible. The person collecting your child must provide photographic identification such as a current driver's licence.

Late pick-up

Suppose your child has not been collected before closing time. In that case, we will contact you or your child's other guardians by telephone.

If we cannot contact a child's guardian, we will telephone their nominated emergency contacts.

Suppose we cannot contact any of your child's nominated contacts in the 30 minutes after OSHC closing time. In that case, the local police will be called to our program.

Written warnings will be provided to families after the first occurrence of a late pick-up. Two late pick-ups will result in a suspension of your OSHC services.

Cancellations and absences

If your child is not going to OSHC, let us know **before 11am** by telephoning our office **(03) 4418 2149** or using the **Xplor app**.

To **cancel** a school holiday booking, please contact our office **(03) 4418 2149** or use the **Xplor app** by **3pm** the **day before**.



Staying Safe *and* Acting *with* Integrity

Together, our policies and procedures provide a roadmap for day-to-day operations. They ensure compliance with laws and regulations, guide decision-making, and streamline internal processes.

All our policies and procedures have been developed per the Education and Care Services National Regulations 2011.

You can request a full version of our policies from your Coordinator.

Please speak with our team if you have any questions or feedback about our policies or procedures.

Child safe environment

Lifely has a solid commitment to the United Nations Convention on the Rights of the Child, upholding Child Safe Standards.

Each of our team members undergoes training in this area and can notify the Department of Families, Fairness and Housing's Child Protection Unit there are reasonable grounds that a child needs protection.

You can read our Safeguarding Children Policy for further information.

Custody

As stated on the enrolment form, guardians always have legal access to their child

unless the following conditions are in place and state otherwise:

A legally binding parenting order

- A restraining order
- Information or documentation supplied by police
- Information or documentation provided by child protection

You must provide us with a copy of any current, relevant, legally binding document relating to the child. These documents will be kept with your child's records at the service.

Inclusion

At Lifely, we believe that our staff, volunteers, children and young people, families, and community members make up our rich and diverse community.

We are committed to inclusion across race, gender, age, religion, identity, and experience. Our commitment to inclusion drives us forward every day as we strive for the best quality disability and children's services in an environment free from discrimination and harassment.

We are also solid advocates for every child's right to access and participate in high-quality programs and services.

To achieve this goal, we partner with families, support workers, and other key professionals to create the right environment—one that fosters a sense of belonging and empowerment.

Our team supports the children and young people in our care with knowledge and understanding through practical, respectful interactions and role modelling.

Confidentiality

At Lively, we are committed to maintaining confidentiality in all matters at all times.

At no stage will your personal information or that of our workers be given to a third party, except where legally required by the Department of Education and Training, Department of Families, Fairness and Housing, Worksafe or another government entity.

Photos, videos and imagery

With your permission, photographs and videos will be taken of your child while at our OSHC service. Please let us know whether you allow your child to be photographed on enrollment.

We use photographs for display and programming purposes as well as external marketing.

If we plan to use a photograph of your child for promotional purposes, we'll ask for additional permission.

Under no circumstances are families, children, staff, students or visitors allowed to take photographs or videos of the children at the OSHC with personal cameras or mobile phones without first seeking consent.

Behaviour guidance

For behaviour guidance to be effective, it needs to be positive and consistent.

Our support workers have regular training and professional development to facilitate positive interactions and encourage acceptable behaviours through positive reinforcement.

Individual behaviour guidance plans may be set up where appropriate in conjunction with children and young people, parents or guardians, support workers and school or health professionals.

In some cases, a child's behaviour may put themselves, other children or staff in danger. If this occurs, conditions may be placed on their attendance.



Medical management and allergy plans

Every child diagnosed with a medical condition or allergy must have a current Medical Management Plan or Allergy Management Plan. The plan must be completed by a medical doctor and outline the nature of the condition.

The medical management plan must document any triggers, reactions, and first-aid responses that our team needs to know.

We will then complete a risk minimisation plan in consultation with you before your child attends the service.

Plans for allergy or anaphylaxis requirements must be on an ASICA Action Plan displayed in colour with a picture of the child and signed by the doctor.

Our workers will all be made aware of your child's medical needs. Their medical management plan and risk minimisation plan are on hand to guide your child's care while at OSHC. Both documents are updated annually.

With your consent, information about your child's medications, allergies and medical management plans can be shared from your child's school on the enrolment form.

As a parent or guardian, it's your responsibility to ensure the Medical Management Plans are current.

We can arrange one-off and regular meetings to consistently communicate relevant health information and answer any questions or concerns.

Information about how we manage specific medical conditions, including asthma, anaphylaxis, and diabetes, can be found in our Children's Programs Policy's Medical Conditions and Anaphylaxis sections.

These policies actively support the health and safety of your child through vigilant collaboration between your family and our team.

Medication

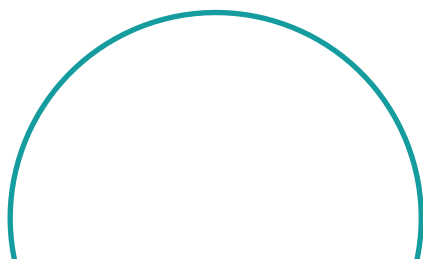
If your child needs medication, you will be asked to complete an Authorisation to Administer Medication Form.

Medication should never be left in your child's bag but physically handed to a staff member. You can request a copy of the Administration of Medication Procedure from our OSHC team.

The medication needs to be provided to the service with your child's name displayed in its original packaging.

Immunisation history

We are legally required to record your child's immunisation history so families can be contacted if any illnesses are circulating in the community and prevent exposure to a child who may not be immunised.





Illness

Our responsibility is to protect all children, families, and staff from spreading infectious diseases at the service; we can't do that without your cooperation.

As a parent, you are the person that knows your child the best. If there is any change in your child's general health or wellbeing, please keep your child at home and seek medical attention.

Suppose your child becomes unwell at the service. In that case, they will be immediately monitored and recorded, and you will be informed by telephone.

You may be asked to collect your unwell child earlier than usual.

Should your child record 38 degrees or higher temperature, you will be contacted via telephone. If it continues to rise or your child has an appearance of being unwell, you will be asked to pick up your child.

Support workers may administer paracetamol with your or another guardian's authorisation to help keep their temperature at bay while you're on your way to collect your child.

For the wellbeing of all children and young people, a 24-hour exclusion from care will be required following a high temperature, vomiting or diarrhoea, unless a doctor's certificate states otherwise.

We recommend reading *Staying Healthy in Childcare* for information on preventing infectious diseases.

Please ask our team for further information about infectious diseases exclusions or the *Dealing with Infectious Diseases in Children's Programs Procedure*.

This includes information regarding notification and exclusion in the event of an outbreak; and the collection of immunisation records/exemption certificates.

Accidents and injuries

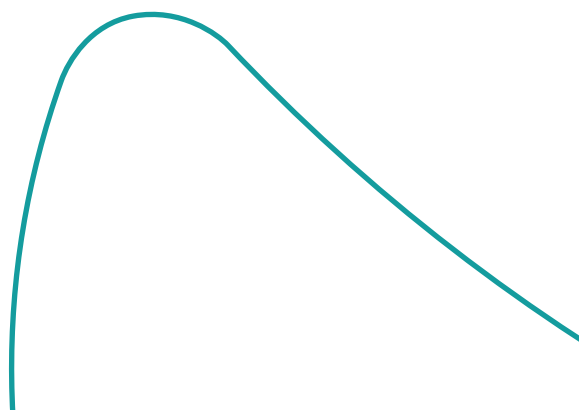
We will communicate with you if your child has an accident or sustains an injury while in our care. We will give you information about the situation, any first-aid treatment and an overview of how your child is feeling.

You may be asked to collect your hurt child earlier than usual. We may also recommend you seek medical treatment.

Should your child sustain a severe injury or illness and requires immediate medical assistance, we will call an ambulance to the service.

Should your child require medical treatment, such as an ambulance or a visit to the emergency department while they're at OSHC or after returning home, we will report it as an incident.

Our team will follow the Incident Management Procedure and inform you of any relevant outcomes.



Emergency procedures

Lifely has developed policies and procedures for various emergencies, including but not limited to policies relating to a missing child or serious incident. Our policies are available on request.

Emergency packs are in each room and are reviewed regularly. Evacuation drills happen throughout the year, as per the Education and Care Services National Regulations 2011.

In an imminent bushfire threat, Lifely will declare a Code Red and act according to the Department of Education and Training guidelines.

Once a closure has been confirmed,

the service will not re-open on that day, regardless of a change in weather conditions or the status of the fire threat.

On days of extreme smoke exposure, the service will be open, but an inside program will be in operation.

Safe sleep and rest

Lifely has developed a Safe Sleep and Rest Policy and Procedures per Regulation 168 and Regulation 81 of the National Regulations.

Our policy and procedure is based on research and recommended evidence-based principles and guidelines from the recognised national authority on safe sleeping practices for infants and children.





Tell *us* What *you* Think

We value feedback from families, including children and young people.

We encourage you to let us know how we are going and provide us with suggestions to improve the experience for you and your children.

Feedback received is communicated with staff and is used in future planning and professional development.

(03) 4418 2128 | info@lifely.org.au

www.lifely.org.au

OSHC Contacts

OSHC Head Office

Phone: (03) 4418 2128

Email: oshc@lifely.org.au

Address: 102B/141 Mollison Street,
Bendigo

Kalianna School Bendigo

Phone: 0447 179 418

Email: kaliannaoshc@lifely.org.au

Address: 48-68 Prouses Rd,
North Bendigo VIC 3550

Bendigo Special Developmental School

Phone: 0429 799 257

Email: bendigodsoshc@lifely.org.au

Address: 26-32 Lockwood Rd,
Kangaroo Flat VIC 3555

Sunbury and Macedon Ranges Specialist School

Phone: 0492 895 017

Email:

sunburymacedonoshc@lifely.org.au

Address: 54 The Heights,
Sunbury, VIC 3429

Melton Specialist School

Phone: 0492 895 037

Email: meltonoshc@lifely.org.au

Address: 159-211 Coburns Rd,
Melton VIC 3337

We treat complaints seriously and deal with them promptly. We aim to respond to complaints within seven working days. We record and file all formal complaints and the steps we've taken to fix them.

You can make a complaint by contacting by telephone or in writing at any time:

Phone: (03) 4418 2128

Email: complaints@lifely.org.au

**Postal address: PO Box 685,
Bendigo, VIC 3552**

If we cannot resolve your complaint ourselves, it is directed to the Victorian Department of Education and Training.

We contact the department immediately about allegations that a child's safety, health or wellbeing is compromised or that the law has been breached.

Families may contact the local Victorian Department of Education and Training office at any time.

Bendigo

Phone: (03) 4418 2128

Postal address:

PO Box 442, Bendigo, VIC 3552

Location: 7-15 McLaren Street, Bendigo

Sunbury (Northern metropolitan region)

Phone: (03) 4418 2128

Postal address:

Locked Bag 2001, Coburg, VIC 3058

Location: Level 2, 189 Urquhart Street,
Coburg

Melton (Grampians)

Phone: (03) 4334 0589

Postal address: 109 Armstrong Street,
North Ballarat, Vic 3550

Location: 109 Armstrong Street,
North Ballarat

How to make a complaint

Sometimes you may want to make a complaint. Making a complaint is simple, and all complaints are treated confidentially.



BENDIGO
127 Mitchell Street,
Bendigo 3550
1300 799 421

BENDIGO
102B / 141 Mollison Street,
Bendigo 3550
1300 799 421

MILDURA
138 Lime Avenue,
Mildura 3500
1300 799 421

BALLARAT
15 Dawson Street South,
Ballarat 3350
1300 799 421



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