



Maitland Baptist Church Child Care Limited

Out of School Hours Care

Parent Handbook 2024

Providing Quality, Affordable Childcare
to the Maitland Region

Bolwarra, East Maitland, Hinton, Largs, Maitland Metford Rutherford, Tarro, Tenambit, Thornton

"We believe we are the **HEART** of the Community"

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Table of Contents

About Us	Pages 4 - 7
Enrolment & Bookings	Pages 8 - 10
Childcare Subsidy	Pages 11 - 12
Payment & Fees	Pages 13 - 14
General Information	Page 15
Policies & Procedures	Pages 16 - 27

We at Maitland Baptist Childcare limited Ltd, would like to say thank you to the original custodians of the land. Thank you to the Wonnarua and Awabakal People for lettings us share your land. We promise to look after it.

We wish to acknowledge the support and involvement of NSW Department of Education (Before & After School Care & Vacation Care) & Services Australia (Child Care Subsidy)





Our Philosophy

We believe we are the heart of the community. For us, this means our children, families, staff and the wider community.

H E A R T

Harmonious

We strive to provide a consistent and holistic approach in all we do.

Empowerment

We aim to support our children and families to reach their full potential.

Approachable

We will go above and beyond to be accessible to our children and families.

Relationships

We believe relationships are the most important tool when connecting our community.

Trust

We value trust.



Maitland Baptist Church
Child Care Limited

Welcome to OOSH

Introduction

Parent Handbook

We encourage you to read this handbook carefully, as it will explain to you the many important aspects of our services. You are welcome to visit our centres and we encourage you to speak to our supervisors and staff at the centre should you have any problems or questions regarding our services.

Please do not hesitate to contact the Main Administration Office, should there be anything we can do to help you further in using our services.

Maitland Baptist Church Child Care Limited Management Team

Project Aims

What we provide

- To assist working parents and single parents by providing quality childcare at affordable rates.
- To operate "Before & After School Care" and "Vacation Care" programs for children 5 -12 years who attend infants or primary school.
- To care for children in a child safe, stable and loving environment.
- To provide programs and facilities that allow the children to develop to their maximum potential, physically, mentally and socially in a recreation style environment.

Please note:

The information and policies in this handbook are the intellectual property of Maitland Baptist Church Child Care Limited and is protected under copyright law.©
The information is provided to assist you in understanding the operations of our service. The Board of Directors and Management reserves the right to change the information and policies when it is deemed necessary.

Our Centres | Location & Service Numbers

Bolwarra
Before & After School Care
 Bolwarra Public School
 Bolwarra Public School, Bolwarra Road, Bolwarra
 Transport Before School Care to Largs Public School

Service Approval Number: SE - 00013331
 Before School Care: 6:30am - 8:45am
 After School Care: 2:45pm - 6pm
 Contact Number: 0413 854 148 (During care hours only)

Metford
After School Care, & Vacation Care
 Metford Public School
 Metford Public School, Schanck Drive, Metford

Service Approval Number: SE - 00013346
 After School Care: 2:45pm - 6pm
 Vacation Care: 6:30am - 6pm
 Contact Number: 0408 617 310 (During care hours only)

East Maitland
Before & After School Care
 East Maitland Public School
 East Maitland Public School, William Street, East Maitland
 Transport Before School Care to Metford Public School

Service Approval Number: SE - 00013350
 Before School Care: 6:30am - 8:45am
 After School Care: 2:45pm - 6pm
 Contact Number: 0409 301 330 (During care hours only)

Rutherford
Before & After School Care, & Vacation Care
 Rutherford Public School, Telarah Public School & St Pauls
 Maitland Baptist Church, 83-85 Weblands Street, Rutherford
 Transport Before School Care to Maitland Public School

Service Approval Number: SE - 00013330
 Before School Care: 6:30am - 9am
 After School Care: 2:45pm - 6pm
 Vacation Care: 6:30am - 6pm
 Contact Number: 0411 922 557 (During care hours only)

Hinton
Before & After School Care
 Hinton Public School
 Hinton Public School, Paterson Street, Hinton

Service Approval Number: SE - 40003198
 Before School Care: 7am - 9am
 After School Care: 3pm - 6pm
 Contact Number: 0421 406 115 (During care hours only)

Tarro
Before & After School Care
 Tarro Public School & Our Lady of Lourdes
 Tarro Community Hall, Northern Ave, Tarro

Service Approval Number: SE - 00013351
 Before School Care: 6:30am - 8:45am
 After School Care: 2:45pm - 6pm
 Contact Number: 0431 586 022 (During care hours only)

Largs
After School Care
 Largs Public School
 Largs Public School, Hunter Street, Largs

Service Approval Number: SE - 40002770
 After School Care: 2:45pm - 6pm
 Contact Number: 0431 005 839 (During care hours only)

Tenambit
Before & After School Care
 Tenambit Primary School
 Tenambit Primary School, Edwards Street, Tenambit

Service Approval Number: SE - 40021010
 Before School Care: 6:30am - 8:45am
 After School Care: 2:45pm - 6pm
 Contact Number: 0403 577 271 (During care hours only)

Maitland
After School Care
 Maitland Public School
 Maitland Public School, Elgin Street, Maitland

Service Approval Number: SE - 00013345
 After School Care: 2:45pm - 6pm
 Contact Number: 0400 003 021 (During care hours only)

Thornton
Before & After School Care, & Vacation Care
 Thornton Public School
 Thornton Public School, Taylor Ave, Thornton

Service Approval Number: SE - 00013344
 Before School Care: 6:30am - 8:45am
 After School Care: 2:45pm - 6pm
 Vacation Care: 6:30am - 6pm
 Contact Number: 0423 867 179 (During care hours only)

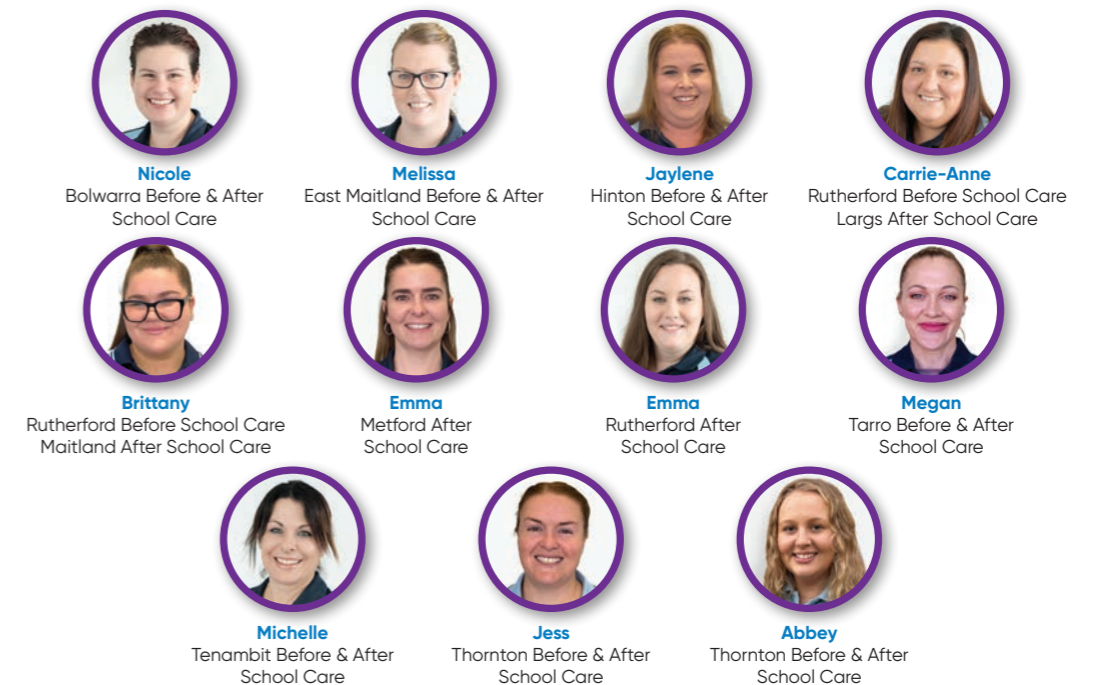
Parent Handbook Meet the Team Management & Office Team

Day to Day Person in Charge & Administration Team.

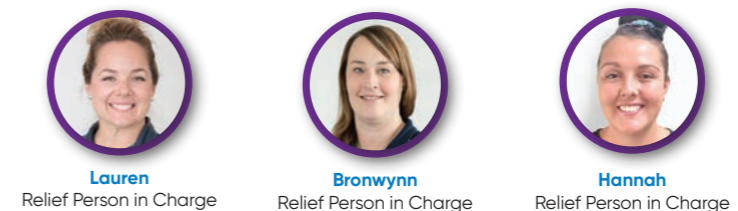
Maitland Baptist Church Childcare Limited is an Australian Public Company registered with the Australian Charities and Not-for-profits, Commission as a Charity and is administered by a Board of Directors and managed by a management team through the Management Directors.



Day-to-Day Person in Charge



Relief Day-to-Day Persons in Charge



Parent Handbook Enrolment & Bookings

New Enrolment Information

- **All new** families wanting to use our service must complete an online enrolment form and include all supporting documents. An enrolment form will be required to be for each service utilised (e.g. if you use separate services for Before School Care, After School Care and Vacation Care, a separate enrolment will need to be completed for each service).
- Care cannot commence until all information has been received, including any Medical Reports &/or Medication (when required) and all details have been entered into our Child Care Software at our Main Administration Office. An email will be sent if further information/documentation is required.
- The family is encouraged to visit the nominated service before their first day.
- Please let us know if there is anything which you feel we should be aware of that may help us care for your child.

Re-Enrolment Information

- If you are currently using one of our services, a re-enrolment form will be sent out electronically in September and will be required to be completed and returned via email with all supporting documentation (photo, updated medical reports/plans as required) prior to 30th November of each year.
- Forms received after this date, will not be accepted and a new enrolment form will need to be completed online. All sessions required will then be added to the waitlist (places will not be guaranteed and subject to availability).

General Information

- An enrolment fee applies to each family. This fee will relate to the year stated on the completed enrolment form and will be charged to your account at the time of enrolment or in February (Parent Handbook, page 13-Service Fees).
- All information on our enrolment forms remains confidential. Please note, that government departments do from time to time require information about families using child-care services, but names and addresses are not included.

Priority of Access

The Priority of Access Guidelines recommended to be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service is recommended to fill them according to the following priorities:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3 – any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families from a non-English speaking background
- Socially isolated families
- Single parent families.

Note: Where a service is funded by an employer to provide child care solely or primarily for the children of the employer's employees, the service may give priority to those children. There are some circumstances in which a child who is already in a child care service may be required to leave the service.

Under the Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service can only do so if:

The person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy.

Please Note: If your child enters care please accept this Parent Booklet as notification that MBCCC Ltd follows the Priority of Access policy and your child could be asked to vacate a place to make room for a higher priority child; and the service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

Parent Handbook Enrolment & Bookings | Continued

When filling vacancies, OSHC services must give school children priority over children who have not yet started school. When an OSHC service has no vacant places and is providing care for a child who has not yet started school, the service may require that child to leave the service so that the service can provide a place for a school child.

Please note: Permanent Bookings will receive priority of access over casual users.

Signing In & Out

Parents must sign their children in or out of each session making note of the time in the space provided.

Children are not allowed to sign themselves in or out. Signing in and out is a legal requirement and a condition of receiving Child Care Subsidy. Running late for work is not an excuse for not signing. Do Not Drop Child/ren off outside the service. If your child was dropped outside of the service and staff were unaware, your child could be in a dangerous situation and it is unknown what could happen to them. Our staff would not know to look for them and would have no legal responsibility for their safety. We want to care for your children.

Booking In & Out

Parents must notify the Main Administration Office preferably via email: admin@mbcoosh.org.au or on **4939 1840** if their child/ren are not attending their regular session. This must be done PRIOR TO 2.30PM ON THE DAY as we find it very difficult to track down missing children, especially if you are not able to be contacted by phone. We will search for your child/ren until we confirm they are safe. If our staff are spending time physically checking places and ringing around trying to find missing children unnecessarily, it means that the other children are not being cared for as well as they should. For example, if your child has gone home by mistake, we need to find out quickly so that we can collect them, or make alternative arrangements to ensure their safety. A missing child will result in the involvement of Police if the child's whereabouts cannot be verified from anyone including yourself, emergency contacts and the relevant school. A Child Finder Fee will be charged if the Main Office is NOT notified of an absence for an After School session before 2.30pm on the day of the absence.

Casual Bookings

- Casual Before & After School Care bookings can be made no further than **five (5) full working days in advance**.
- These bookings can be made by emailing the Main Administration Office via admin@mbcoosh.org.au.
- These bookings need to be emailed prior to 1.30pm on the day the care is required.
- Please do not assume if you have left a message on the phone service that you have a place. Once a booking is confirmed we will contact you by return email. If you have not received confirmation please contact the Main Office.

Please note: Once a casual booking is made it cannot be cancelled without charge.

Permanent Bookings Cancellation

Cancellation of permanent Before & After School Care bookings must be made **two (2) weeks in advance** by email which is accepted upon receipt. If your child does not attend during the notice period, CCS will not be applied to your account as per government regulations, therefore full fees will be applicable for the two weeks notice period.

Vacation Care Bookings and Cancellations

- Vacation Care booking forms must be completed for each vacation care period. These forms will be emailed to those families who are currently using our services. They will also be available on our website and the Main Office in Maitland. The forms can also be emailed to you upon request.
- **Vacation Care Form 2024 Release Dates: Monday the 15th of November 2023.**
- Bookings will only be accepted upon the return of a signed original or signed emailed vacation care booking forms.
- "Vacation Care" parents are required to provide written notice to cancel bookings **five (5) full working days in advance (Working days are Monday to Friday, 9am - 5pm excluding Public Holidays)** or full fees will apply. The day of cancellation and Public Holidays are not included in the 5 full working days.
- Government rules state that we must staff at a 1:15 ratio and we need time to organise more or less staff as is needed.

Child Protection & Custody Orders

It is law in NSW that childcare staff who witness or even suspect that a child is being abused or neglected must report it to the Dept. of Communities and Justice without discussing it with the parents, as per the Mandatory Reporting requirements. We require a copy of any custody orders which restrict a parent's access to their child. Otherwise we have no legal right to restrict access of that parent.

In the Event of Sickness

- If your child becomes ill whilst in our care we will notify you to collect your child, meanwhile the child will be made comfortable and will be cared for until you arrive. If you as the parent are unable to leave work you must arrange for someone to collect your child. Please keep this in mind when filling out the application form for who has permission to collect your child.
- In the event of a serious accident needing medical attention the staff will first call an ambulance and then call you. Where possible we will send a staff member to the hospital with the child.
- Contagious Illnesses - Unfortunately we are not able to care for sick children and parents are asked to keep their children home for the appropriate isolation periods where necessary. It is important that you inform us of any contagious illness that your child/ren contracted as we may have children in care who suffer from illnesses like leukaemia and though it may only be a minor disease for your child, it may be a major problem for another child.
- Prescription Medication - Staff are not permitted to administer medication unless the medication is in its original container clearly marked showing the child's name on the prescription, the expiry date, the dosage, and the time to be taken. (Your child may be refused care if their medication is not provided in this way). Parents are required to introduce their child to the centre Supervisor when filling out the daily medication form.
- Paracetamol - If your child has a headache, ear or toothache the staff may ring you to get permission to administer an approved rate of paracetamol. Written consent will be required (e.g. email). Dosage will be administered strictly adhering to the directions on the medication.

Please clearly indicate on the enrolment form if your child is allergic to any medication or is susceptible to any medication problems as your enrolment form, in the case of an accident, will be taken to the hospital with your child. Should you indicate a medical condition or allergy on your enrolment form please ensure you read and understand our Medical Conditions policies.

Consent to use and disclosure of child's personal information

Each parent or legal guardian must sign the acceptance of these terms in the enrolment form.

I understand that Maitland Baptist Church Child Care Limited (the Service) will collect my child or legal ward's (as identified below) **(Child)** personal information.

Personal information (including information or an opinion) may include information that I provide (or someone provides on my behalf) as part of my Child's enrolment application or as part of an application for funding for my Child or otherwise in connection with the Child's attendance at the Service, including the Child's name, date of birth, and sensitive information such as information relating to the Child's health including any disability (this may include medical records and reports)

(Personal Information).

I authorise the Service to disclose my Child's Personal Information to the New South Wales Department of Education and Communities (Department). I understand that the Department will only use or disclose such Personal Information relating to the Child as permitted under applicable privacy laws including the Privacy and Personal Information Protection Act 1998 (NSW). In limited circumstances this may include disclosure to other Australian government agencies, including the Commonwealth and to those located in States and Territories outside New South Wales.

The Department may use my Child's Personal Information for any purpose relating to the exercise of its governmental functions including for, but not limited to, the assessment and potential provision of support or funding to my child or the Service including for any teachers or caregivers in connection with the Service. If you do not agree to your Child's Personal Information being provided to the Department than this could impact the funding allocation made available to the Service. Under law, you may have a right of access to, and correction of, such Personal Information. Please contact the Service or the Department in such circumstances. I consent to the collection, use and disclosure of my Child's/ren's Personal Information in the manner outlined in the form.

Childcare Subsidy

Child Care Subsidy

The Child Care Subsidy (CCS) is the main way the government assists families with their child care fees. The subsidy replaces the previous Child Care Benefit (CCB) and the Child Care Rebate (CCR) and is paid directly to the service to be passed on to families as a fee reduction. Under the Family Assistance Law, families who receive CCS are required to make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount which is known as the GAP Fee.

Please Note: If a child does not attend a booked session and then does not use that service over a 14 week period, any CCS applied to you will be removed up until your child's last physical attendance.

Your Child Care Subsidy percentage is the amount the Government will subsidise. It will apply to either your hourly fee or the relevant hourly cap, whichever is lower.

Your Combined Family Income

Your family's combined income will help determine the CCS percentage you're entitled to. Remember, you will need to contact Centrelink when your combined income increases or decreases – this can be done at any time through your Centrelink online account through myGov or the Express Plus Centrelink mobile app.

These amounts are correct for 2023 - 2024.

Your combined family income	Child Care Subsidy percentage
\$0 to \$80,000	90%
More than \$80,000 - below \$530,000	Between 90% - 0% The percentage goes down by 1% for every \$5,000 of income your family earns above \$80,000
\$530,000 or more	0% (No CCS)

Eligibility

Centrelink will pay the child care subsidy directly to your child care provider to reduce the fees you pay. If back paying, it may be paid directly to the individual.

You may be eligible if you or your partner:

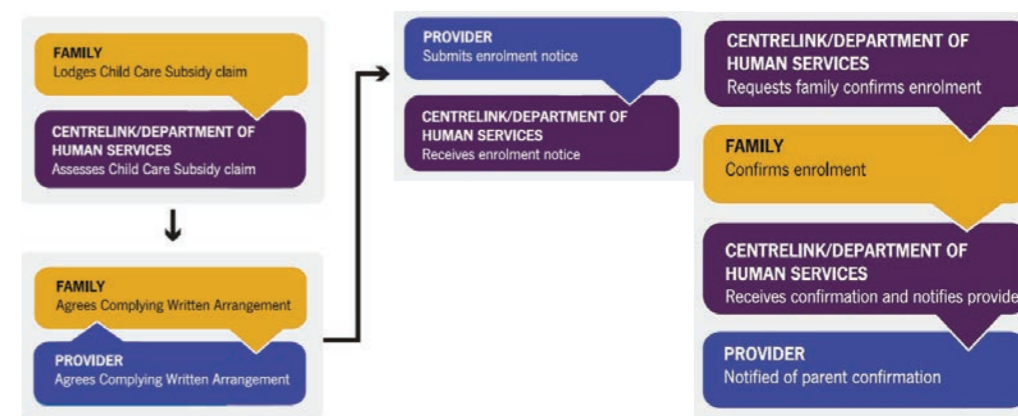
- care for your child at least 2 nights per fortnight, or have 14% care
- Are liable for fees for care provided at an approved child care service, and meet the residency rules

Your child must also:

- meet immunisation requirements, and not be attending secondary school unless an exemption applies

How do I claim?

Submit your claim online by logging onto your MyGov account and following the links to child care subsidy.



Absences

You can obtain details of the absences claimed, including a count of absence days used, through your my.gov.au account.

Absences on the 1st or last day of enrolment are not eligible for CCS unless a medical certificate is received within 28 days. (Please note, a medical certificate can only cover the previous 7 days).

Your CCS will be cancelled if either of the following occurs:

- Your child hasn't attended child care for 14 weeks in a row
- MBCCC Ltd advises Services Australia, by law, that your child is no longer attending

When your enrolment is cancelled, your subsidy payment will cease at the child's last attendance day.

In shared care arrangements, the allowable absences count is allocated to the child, not to each individual parent.

Absences will be accrued per service e.g. if you attend BSC at a different service to ASC, and are absent at both services on the same day, this will count as 2 absences. However, if the service you attend has both BSC and ASC, this will count as 1 absence.

Additional Absences

- Additional absences do not include public holidays-CCS will NOT be paid for public holidays if 42 absences have already been used.
- Once the initial absences have been exhausted, additional absences may be claimed in certain circumstances. Additional absence reasons are:
 - An illness (with a medical certificate)
 - An outbreak of infectious disease when the child is not immunised
 - Any other absences due to sickness of the child, a parent or sibling living with the child & supported by medical certificates
 - A temporary closure of a school or pupil free day
 - Shared custody arrangements due to court order or parenting order
 - Attendance at preschool
 - The child spending time with another person who is not their usual carer as required by court orders or parenting plan when the service holds a copy of such court orders or parenting plan

Special Absences

- During a period of emergency, families won't have to use their annual allocation of allowable absences.
- Children who live or attend a service in an affected region will get special absences for the duration of the period of emergency.
- These absences will be automatically applied in the Child Care Subsidy System if the Government declare a period of emergency within the region.

Further information regarding absences can be found at [Services Australia](https://servicesaustralia.gov.au)

Payment & Fees

Payment of Fees

Fees are due weekly, payable on your first day of care for that week. Fees can be paid by EFTPOS, Ezidebit, or Direct Debit. EFTPOS is available by calling the Main Office on (02) 4939 1840.

Vacation Care Bookings will not be taken if outstanding fees have not been paid.

We are a not-for-profit organisation and all fees paid go towards the running of the centres. Because of this, we are not capable of carrying debts. Please pay your fees promptly as this will ensure the ongoing viability of the service. Please do not put us in the position of needing to take legal action against you; we value your friendship and the part we share in caring for your children.

MBCCC Ltd reserves the right to increase fees as necessary in order to cover expenses associated with the running of the organisation. In this situation we will give four (4) weeks notice in our services.

Statements

Account statements are sent out weekly on a Friday. This statement will include fees for the following week should you have sessions booked. If you are not receiving these statements, please check your spam folder or email us to ensure your contact details are correct.

MBCCC Ltd must provide a statement of entitlement to parents of children eligible for Child Care Subsidy or Additional Child Care Subsidy enrolled in their service/s once every fortnight. This statement will include details of the sessions of care provided and the resulting fee reduction amounts. MBCCC Ltd will need to use the information about entitlements and payments for each child in their payment advice to prepare these statements.

Overdue Accounts

If your account has not been paid in full for more than two weeks, you will receive an overdue email from accounts@mbcoosh.org.au. You will have three days to pay the amount owing in full. If we still have not received payment, we will contact you either by phone or email to request payment. If your account remains unpaid, you will receive a physical letter of cancellation as well as an emailed letter of cancellation. This will mean your child cannot attend any further permanent, casual, or vacation care bookings until the account is fully paid and dependent on availability at the centre.

Should you require it, we offer payment plans to help reconcile overdue accounts. If you require a payment plan, you can email us, and we can organise one for you depending on your circumstances and the amount owing. If a payment of your plan is missed, we will cancel care effective immediately. Please be advised, we will only offer a maximum of two payment plans per year for each family.

Service Fees

Permanent Booking fee – for permanent morning or afternoon bookings.
(Fees as per our website www.mbcoosh.org.au.)

Casual Booking Fee – for casual morning or afternoon bookings. (Fees are per our website www.mbcoosh.org.au.)

Yearly Enrolment Fee – a \$15 enrolment fee for the first child and \$5 for every child after will be charged to your account in February when submitting the original enrolment form and for continuing enrolments.

Once a permanent or casual booking is made, you are liable to pay fees whether your child attends the service or is absent for any reason. i.e. sick, family holidays, in-service days, school excursions/camp, etc.

2 weeks' notice is required to cancel or change a permanent booking so as not to incur fee payment.

All fees must be paid in advance.

Late Fees

Unfortunately due to parents in the past who have continually abused the system by regularly picking up their children late we have been forced to implement a late fee. According to our license agreements our centres close at 6.00 pm sharp and often other users then move into the areas we occupy. When staff (minimum 2) are required to work back after closing they must be paid at appropriate overtime rates, the total cost of which will be passed onto the late parent or guardian.

Therefore, late fees will be charged at **\$15.00 for each 5 minutes or part there of.**

Please note that no "Child Care Subsidy" is claimable, So please don't be late. If you know you're going to be late please have the courtesy to call as the staff may be able to make some arrangement with you.

Child Finder Fees

A child Finder Fee of \$10 will apply to the afternoon session of care when a parent/guardian does not inform the Administration Team that their child/ren will not be attending the session. Therefore, if your child is NOT attending a booked session, please inform the Main Office via email: admin@mbcoosh.org.au before 2.30pm on the day of absence so we are not looking for a child who is already safe and placing other children in our care at risk.

Payment Options

EFTPOS

EFTPOS payment can be made only at the Main Administration Office at **226A High Street, Maitland 2320, NSW, (02) 4939 1840.**

No Centres are to receive cash payments.

Direct Deposit

Direct Deposit is available for your convenience.

Contact our Main Administration Office on **02 4939 1840** or **email: admin@mbcoosh.org.au.**

The Main Office will issue you with an ID code and our bank details on request via email. Your reference ID code must be used when making a deposit. This will ensure that your payment is applied to your account. We cannot be responsible for misallocation of your payments if you do not utilise your code.

EziDebit

EziDebit is a direct debit system run by a third party company available at all of our centres. EziDebit will direct debit your weekly child care fees from your designated bank account or Credit Card. Please note: Insufficient funds in your designated bank account will attract additional administration & default charges from the third party company when overdrawn.

For your convenience a Ezi Debit Request form is available for download from the OOSH website at www.mbcoosh.org.au, or can be collected from the Main Administration Office in Maitland and all Centres. As this is run by a third party company there will be surcharges applied to each payment. Further details regarding this can be found on the request form.



EZI Debits will be processed on different days depending on the centre you use. Should your processing day fall upon a public holiday, it will be processed on the next business day.

Monday	Tuesday
Rutherford	Thornton
Hinton	Metford
Largs	Maitland
Tarro	Bolwarra
Tenambit	East Maitland

Note: Bolwarra and East Maitland Ezi Debit payments will be processed on Tuesday starting 2024.

General Information

Morning Snacks

We **Do Not Serve Breakfast** however we do make available a snack of Milo and Toast at all our Before School Care and Vacation Care centres.

Please note this is only a snack and is packed away by 7.30am every day.

Parent / Child Involvement

Parents who wish to spend time in the centre will need to obtain a volunteer working with children check. (WWCC) clearance is available at any Service NSW office.)

Arrangements regarding attendance must be made with the supervisor of the centre before the day of attending. It would be helpful if you could keep us informed of family problems as this can often explain behaviour problems. We don't need to know the intimate detail, just that there is a problem.

Insurance Cover

MBCCC Limited holds Public Liability, Voluntary Workers, Ambulance Cover and Workers Comp. Insurances.

Glass breakage or wilful damage to equipment

Please be advised that the cost of repairs for any window or equipment that is broken by a child while breaking centre rules will become the responsibility of the parents. For example, kicking balls inside is against the rules.

Copies of lost receipts or reports

If you require us to retrieve old or lost records you will be charged \$45.00 per hour or part thereof for however long it takes for us to retrieve the requested records.



Parent Handbook

Complaints Procedures Policy 1.12

Policy Statement

We believe that relationships are important and that parents have an important role in the service and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies as our service philosophy states that we are approachable and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Considerations

Vision and values of Maitland Baptist Church
Community Services Complaints, Appeals and Monitoring Act, 1994.
Service Philosophy

Complaints Handling Procedure

A copy of the Complaints Handling Procedure is to be included with each enrolment booklet.
If there is a problem with the service, Maitland Baptist Church Child Care Limited (MBCCC Limited) wants to hear about it. MBCCC Limited welcomes compliments, complaints and suggestions because they help the service to provide a better service to all users and stakeholders. The service believes that by working together all stakeholders including the consumer and the service can benefit.

Order of Sequence regarding a complaint.

If at any time, a satisfactory result has been reached, the process does not need to continue.

1. Talk to the Nominated Supervisor/Supervisor or Day-to-Day Person In Charge of the service to discuss your concerns. (This must take place before the following steps)
2. Contact the "Child Care Services Co - Directors or the Associate Director"
3. Write a letter of complaint to the: C/- Secretary - Board of Directors Maitland Baptist Church Child Care Limited
Address: 226A High Street, Maitland 2320, NSW

What result should be expected?

- An attempt will be made to resolve the matter immediately.
- The complaint will be briefly documented.
- If not possible to resolve immediately, it will be referred to the appropriate person.
- All parties involved in the complaint will have an opportunity to have a say.
- Where appropriate, a copy of the agreed action plan or written response will be provided to the complainant.
- The complaint will be forwarded to the NSW Department of Education and Communities if it affects the safety and well being of a child.

How long will it take to get an answer?

Immediately if possible. Final resolution to be achieved within 14 days, where possible. If the problem has not been resolved, the complainant can forward the complaint to:

The NSW Department of Education Ph: 1800 619 113 (Toll Free)
email: ececd@det.nsw.edu.au

Parent Handbook

Privacy Policy 1.17

Policy Statement

Our service philosophy states that we value trust therefore protecting the privacy and sensitive information collected by our services and the need for confidentiality is fundamental for MBCCC Limited in providing a quality Child Care Service. Information is collected, managed and stored in accordance with the regulatory framework of operating a children's service including the Privacy Act 1988 and the Notifiable Data Breaches Scheme.

Considerations

Vision and Values of Maitland Baptist Church
National Regulation 177 Prescribed documents to be kept, 181 Confidentiality of Records & 183 Storage of Records
Privacy Act 1988 including the Australian Privacy Principles & Notifiable Data Breaches Scheme
Service Philosophy

Procedure

1. Collecting information

Personal information must only be collected and used specifically for the purpose of the organisations function. Personal information should be collected in a fair and unobtrusive way. Persons providing the information should be given appropriate access to their information and be advised about the purpose of the collection of the information. Collection of information is limited to only the amount of information that is necessary for the organisations activities. It is generally only collected with the consent of the individual. The primary purpose of collecting information is to enable MBCCC Limited to provide children in our care with a developmentally appropriate program that is educational, stimulating, nurturing and safe. MBCCC Limited will only collect personal information after providing our privacy statement to the individual (or their parents) about which information is being collected.

2. Use and disclosure

Personal Information

Disclosure of information should only be for the purpose for which it was collected. This is with limited exceptions, and can only be used for a secondary purpose when it relates specifically to the primary purpose of the collection of the information.

Sensitive information

can only be used when informed consent is obtained at the time the information was collected. MBCCC Limited discloses personal and sensitive information to the services staff with a specific purpose of administration and development of children in the service. MBCCC Limited will obtain parent\guardian permission before disclosing a child's personal and sensitive information to a professional attending our service for a specific purpose of providing a service for their child. This includes Inclusive Support workers, speech therapists, occupational therapists, doctors and counsellors. Personal information collected about children is regularly disclosed to their own parents\guardians. On occasions information such as children's individual achievements and photos are displayed within the service and parent newsletters (refer policy 5.6 regarding the use of digital images and digital media). MBCCC Limited from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. We do not disclose any personal information to third parties for their own marketing purposes without the owners consent or for any other reason, personal information is held for the purpose for which it was collected.

MBCCC Limited will disclose specific information; including names, ages and specific needs to the carers of children in their care. MBCCC Limited may include emergency contact details in a list for risk assessment purposes. Access to these is limited to staff.

If MBCCC Limited is provided with personal information of others such as doctors or emergency contacts, then it is important that these contacts be informed that their information has been disclosed to the service and the reason why it has been given. It is also important to inform them they can access that information if they wish to do so. MBCCC Limited from time to time may send invitations for children's activities and parent's courses on behalf of the family and children's ministries of Maitland Baptist Church.

3. Data Quality

MBCCC Limited takes all responsible precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up to date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.

Individuals will be required to advise the service of any changes that may affect the initial information provided. The management of the service will ensure that the information is collected and maintained in accordance with the Education and Care Services National Regulation 177.

4. Data Security

MBCCC Limited will protect personal information from misuse, loss, change, unauthorised access / disclosure. The management of the service will ensure personal information is stored in accordance with the Education and Care Services National Regulation 183.

MBCCC Limited recognises that the organisation Software provider may have access to information from our databases due to program malfunctions. The Software provider is required to sign a privacy agreement abiding by the conditions set out in this policy.

5. Openness, access and correction

Parents/Guardians may seek access to personal information collected about them and their children by contacting the services Main Administration Management Office.

The individual child's file is available only to:

- Child's parents (both parents unless court order specifically denies access).
- An authorised officer of the regulatory Authority.
- Other persons to the extent necessary for the education and care or medical treatment of the child.
- Children may also seek access to personal information about themselves. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the services duty of care to the child or where children have provided information in confidence.

6. Identifiers

MBCCC Limited recognises that government identifiers such as the Medicare number, customer reference number or veterans' affairs numbers will only be used for the purpose of which it was issued.

7. Anonymity

MBCCC Limited will offer anonymous transactions within the organisation wherever possible.

8. Transfer data flows

MBCCC Limited does not transfer personal information outside Australia.

9. Sensitive information

MBCCC Limited respects the rights of individual's sensitive information.

A higher level of privacy protection applies to sensitive information.

Sensitive information relates to information about individuals religious beliefs, racial or ethnic origin, philosophical beliefs, political opinions, trade union affiliation, sexual preferences or practices, criminal records or health information.

Sensitive information can only be collected with an individuals consent to do so.

Sensitive information can only be used when informed consent is obtained at the time the information was collected.

10. Information Sharing

Information can be shared without consent under the Children and Young Persons (Care and Protection) Act 1998 when it relates to the safety, welfare and wellbeing of a child.

11. Sensitive information data breach

MBCCC Limited has an ongoing obligation to take reasonable steps to handle personal information in accordance with the Australian Privacy Principles (APP's). This includes protecting personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. If this occurs it is classed as a DATA BREACH. When it becomes apparent that a Data Breach is suspected or is known, the following procedure will be conducted:

Step 1 - Contain a Suspected or known Data Breach where possible. Take immediate steps to limit any further access or distribution of the affected personal information or the possible compromise of other information. This might involve taking action to recover lost information before the Assessment step or change any access controls before any unauthorised transactions can occur. If this action is successful in making serious harm no longer likely, then notification is not required.

Step 2 - Assess whether the Data Breach is likely to result in serious harm to any individuals whose information was involved. If reasonable grounds exist that there has been a breach then MBCCC Ltd. must notify by completing an online form -

Notifiable Data Breach statement via the Australian Government-Office of the Australian Information Commissioner (OAIC) website.

The assessment process may include the following:

Initiate: plan the assessment and assign a team or person

Investigate: gather relevant information about the breach to determine what has occurred

Evaluate: make an evidenced-based decision about whether serious harm is likely.

The assessment should be conducted expeditiously, OAIC suggests within 30 days. If no serious harm is likely after the investigation and no notification is required, then a review of incident (Step 4) should be done and remedial action taken to prevent future breaches.

Step 3 - Notify the Office of the Australian Information Commissioner (OAIC) via website Statement form if a serious breach has occurred. All individuals at risk of serious harm must be notified. Other affected individuals should only be notified if the assessment process identified them as individuals at serious risk of harm.

Step 4 - Review the incident and take action to prevent future breaches. It may also be necessary to notify other relevant bodies such as: police or law enforcement. ASIC, APRA or the ATO, professional bodies or your financial services provider.

Digital and Social Media Policy 5.6

Policy Statement

We strive to provide a consistent and holistic approach in all we do and acknowledge that the use of digital/social media/video cameras and photos/films is integral to the children's programs for documenting children's development, reporting to parents, keeping records, promotional purposes, and a child's entertainment. Films and videos may be used as part of the program after thoughtful consideration relating to the content and message of the film. Social media is becoming more prominent aspect of most families and staff lives. Our intention is to use social media platforms to provide relevant information and promote our services to our families and the services they utilise. As part of a holistic approach, we aim to provide clear guidelines to the staff and all individuals associated with our organisation, including employees, volunteers, families and any other representatives acting on behalf of Maitland Baptist Church Child Care Ltd, regarding the expectations of the appropriate and responsible use of our social media platforms across our services to ensure that privacy and the well-being of children and families is sustained. The service is however aware that digital /social media/photos/film may be used in inappropriate ways if put on the internet or accessed by unauthorised people and so the following policy will be adhered to, to protect the children.

Considerations

Vision and values of Maitland Baptist Church
 Child Protection
 Network's OSHC Code of Professional Standards.
 MBCCC Limited Policy 3.4 – Staff Professionalism
 National Regulations 84 (Awareness of Child Protection)
 National Regulations 727 (Confidentiality Records Kept by the Approved Provider)
 National Regulations 181–184 (Confidentiality and Storage of Records)
 National Quality Framework 1.3.3; 4.2.2; 6.2.3
 Film ratings from Australian Broadcasting Authority.
 Service Philosophy

Procedure

Photographic & Video Cameras

- Cameras to be kept on site at the services except for work related reasons that include home visits, excursions, training, camps, conferences, and professional development sessions.
- Nominated Supervisors or Day-to-Day persons in charge of the service and Educators who wish to use their own cameras at the service must first receive permission from the Executive Officer or Associate Director and must conform to the rest of this policy.
- Any images used on internet-based platforms for programming purposes will be immediately deleted after use.
- There is an exception to the policy of no staff use of personal devices. The exception is, staff on excursions may be required to use personal devices for photographic purposes. Any staff member that is required to do this, will download all images to MBCCC Ltd.'s server upon arrival back to the service, and then immediately delete from the personal device.

Social Media:

All individuals must adhere to the following principles when using social media platforms.

- Always maintain respectful and professional interactions when engaging in social media activities.
- Ensure that all social media activities are honest, accurate & transparent.
- Respect and maintain the privacy and confidentiality of children. Families, colleagues and the organisation's internal matters.
- Do not share any identifying information, images or videos of children without obtaining appropriate consent from parents or legal guardians.

MBCCC Ltd. Social Media Accounts

- Only authorised individuals should have access to and administer official organisation social media accounts.
- Regularly monitor and review the contents posted on official accounts to ensure compliance with this policy and organisation guidelines.
- Ensure that all information shared on official social media accounts is accurate, reliable and aligned with the Organisations objectives.
- Encourage respectful and constructive interactions while moderating comments and discussions effectively.
- Complying with all relevant laws and regulations and guidelines, including copyright and intellectual property rights.

Family engagement and inappropriate Posts:

- The organisation promotes respectful family engagement on social media platforms and expects families to adhere to the established guidelines.
- Regular monitoring of posts and comments will be conducted
- In the event of inappropriate content, offensive language or violations of the guidelines, the organisation reserves the right to remove such posts or comments without prior notice.

Images of Children

- Parents will be given opportunity to refuse photos/film being taken of their children on their enrolment form for promotional purposes.
- Staff and Educators may give or email photos/film of a child to the child's parents/guardians only if the photos/film does not include the faces of other children unless written permission is obtained (and retained) from the other parents. Educators may not email digital photos/film under any other circumstance without written permission from the Executive Officer or Associate Director.
- Photos are not to be published on the internet by any Educators, but Management may use photos/film on the internet for promotional purposes where the faces are not identifiable, or where permission has been given by the child's parent/guardian.
- Educators must gain permission from their Nominated Supervisor or Day-to-Day person in charge of the service to use any photo/film in a publication or for training purposes. Educators will endeavour to use photos/film that does not show children's faces.
- Photos/film will not contain images of children who are not dressed or toileting. All staff and educators need to get permission from the Executive Officer or Associate Director before downloading photos/film onto storage devices to undertake work at home.
- Staff and educators are not permitted to keep personal albums of children. Staff and educators are not to retain or copy photos/film of children for personal use or to keep.
- Photos used in newspaper articles or advertising will not include the child's surname.

Parent Handbook

Medication Policy 4.14

Policy Statement

We aim to support our children to reach their full potential by ensuring the proper care & attention of all children through following specific guidelines regarding all medications given to the children. To ensure the interests of staff, educators, children & parents are not compromised medication will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. No child/ren can be accepted into the service without their Medical Action Plans being in place and/or not having their Practitioner pre-scribed medication that is scheduled to be taken during care, with them when attending the service. Specific consideration will also be given to children carrying medication in their school bags.

Considerations

- National Regulation 92 – Medication record
- National Regulation 93 – Administration of Medication
- National Regulation 95 – Procedure to administer medication.
- Vision & Values of Maitland Baptist Church
- MBCCC Ltd – Medication Administration Record Form
- Service Philosophy

Procedure

Parents who wish medication to be administered to their child at the service will complete the medication form providing the following information:

- Name of child
- Date of birth of child
- Name of medication
- Time and Date medication was last administered
- Date, exact time & dosage to be administered
- Manner in which medication is to be administered
- Signature in "Original Container and label provided" check box
- Authorisation Signature of Parent/Guardian

Medication must be given directly to the Nominated Supervisor or Day-to-Day Responsible Person in charge and not left in the child's bag.

Parents are required to introduce the child to the Nominated Supervisor or Day-to-Day Responsible Person in charge when signing the medication administration record form.

Parents & the Nominated Supervisor or Day-to-Day Responsible Person in charge are to ensure the details on the form are clear, match the instructions on the original container and label & clarify any questions.

The Nominated Supervisor or Day-to-Day Responsible Person will store the medication in the designated secure place, clearly labelled.

The Nominated Supervisor or Day-to-Day Responsible Person in charge will ensure that medication is kept out of reach of the children at all times. The Nominated Supervisor or Day-to-Day Responsible Person in charge will identify the child to the next Nominated Supervisor or Day-to-Day Responsible Person in charge as part of the Nominated Supervisor or Day-to-Day Responsible Person in charge handover at change of shift.

Medication will only be administered from its original packaging by the Supervisor/Day to Day Person in Charge or authorised Educators. Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name, a current use by date and dosage as indicated on the label or medical practitioner's written instructions. Non-prescription medication will only be administered with written consent of the parent and at the recommended dose as indicated on the label. Medication will be administered with the parents written permission only, or with the approval of a medical practitioner in the case of an emergency.

Parent Handbook

Medication Policy 4.14 | Continued

Authorisation only from a parent, or person named in the enrolment form who is authorised to sign for administration of medication, will be accepted. If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication. Before medication is given to a child the Nominated Supervisor or Day-to-Day Responsible Person in charge will verify the child's first name, surname and date of birth with the child, and the correct medication, use by date, dosage and original container provided against the parent form with another educator witnessing. Both educators will sign the medication form after the medication has been given. Where a medical practitioner's approval is given educators will complete the medication form & write the name of the medical practitioner for the authorisation.

If children are receiving medication at home or school but not at the service, parents should inform the service of the nature of the medication and its purpose and of any side effects it may have for the child so that educators can properly care for the child. Where children have medication in their school bags (other than asthma puffers), children will be asked to place the medication in a secure place at the service. Parents are to ensure that the medication is taken home each afternoon.

Self-Administration of Medication

The practice of Self-Administration is not permitted at Maitland Baptist Church Child Care Ltd services however an exception to the procedure is applied for asthma medication for severe asthmatics and Children with Diabetes. In cases of severe asthma, the child may carry their own medication on their person with written authorisation recorded in the child's medication record.

Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering.

In cases of Children with Diabetes wanting to self-administer using an insulin needle, the following procedures must be adhered to:

- Written authorisation to self-administer must be recorded in the child's medication record
- The medication/Insulin must be handed to the Person in Charge of the Centre upon arrival for safe keeping
- The child may self-administer when required once Supervision of the procedure is arranged
- Supervision must witness the administering and then record appropriately

A record will be maintained of all administrations including:

- Date and Time administered/used
- The name of the Educator who was advised and/or Supervised the administering
- If symptoms were relieved

Parent Hand Book

Dealing With Medical Conditions Policy 4.19

Policy Statement

We believe that relationships are important so our service will work closely with children, families and where there is relevant school and other health professionals to manage medical conditions of children attending the service. As we strive to go above and beyond for our children and families we will support children with medical conditions to participate fully in the day-to-day program in the service in order to promote their sense of wellbeing, connectedness and belonging to the service, as long as this action does not adversely effect the wellbeing of other children in our care or staff under the Work, Health and Safety Act 2011. Our Educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality. The medical conditions policy will be provided to parents/guardian who identify that their child has a medical condition and that a Medical Management Plan has also been provided. A Risk Minimisation Plan will be developed and completed for each child that identifies with a medical condition during the enrolment process in consultation with the parent/guardian. No child with a medical condition can be admitted until a completed Medical Action Plan is in place. Also no child can be admitted to a service if any Practitioner prescribed medication to be taken during care hours does not accompany the child to the service in its correct packaging.

Considerations

Visions and Values of Maitland Baptist Church
 National Law Section 173 – Offence to Fail to Notify certain circumstances to Regulatory Authority
 National Regulations 90 – Medical Conditions Policy, 91 – Medical Conditions Policy to be provided to parents
 National Standard 6: Elements 7.1.2 & 2.1.2
 Disability Discrimination Act 1975
 NSW Anti-discrimination Act 1977
 Work Health and Safety Act 2011
 MBCCC Ltd Medication Policy 4.14
 ASCIA Action Plans for Anaphylaxis – EpiPen (Red) and for Allergic Reactions (Green)
 Individual Medical Management Plans
 Individual Risk Management Plans
 Service Philosophy

Procedure

Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment including, but not exclusive to, asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis. This information will be recorded by the parent/guardian on the child's enrolment form and be conveyed to Nominated Supervisors and Day-to-Day Persons in Charge. **In the case of developing the medical condition after enrolment, the parent/guardian must notify MBCCC Ltd in writing as soon as possible after diagnosis.** Upon written notification of a child's medical condition the service will provide the parent with a copy of this policy in accordance with regulation 91. Notified specific or long term medical conditions will require the completion of a Medical Management Plan which has been developed in conjunction with the child's doctor and parent/guardian and be attached to the enrolment application. It is a requirement of the service to meet its regulatory obligations that a Risk Minimisation Plan and a communication plan be developed in consultation with the parents/guardian. The Nominated Supervisor and/or Day-to-Day responsible person in charge will meet with the parents/guardian as soon as possible prior to the child's attendance to determine content of the plan to assist in a smooth and safe transition of the child into the service.

Parent Hand Book

Dealing With Medical Conditions Policy 4.19 | Continued

Content of the planning will include:

- **Identification of the child, including a photo, personal details, parent/guardian details, emergency contact details, medication details, communication strategies and sign off provision.**
- **Identification of any risks to the child or others by their attendance at the service.**
- **Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. safe handling, preparation, and consumption food service.**
- **Process and timeline for Orientation procedures for staff.**
- **Methods for communicating between parents/guardians and service staff and educators any changes to the child's Medical Management Plan.**

The Medical Management Plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition (this is in accordance with regulation 90). All Educators and staff including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated to their management. In some cases specific training will be provided to staff and Educators to ensure that they are able to implement effectively the Medical Management Plan.

Where a child has an allergy, the parents will be asked to supply a letter from the child's doctor explaining the effects if the child is exposed to whatever they are allergic too and to explain ways the staff can help the child if they do become exposed. The following is to be adhered to regarding allergens:

- **Where possible the service will endeavour to not have that allergen accessible in the service. All medical conditions including food allergies will be placed in a folder (out of sight of general visitors and children). It is deemed the responsibility of the Nominated Supervisor and/or Day-to-Day responsible person in charge and every educator at the service to regularly read and refer to the list to ensure the child, the condition and treatment is known and can be actioned including the recording of the medication administered.**
- **All staff will be notified at the start of each working day via a list with the names of any children in attendance at the particular service who have indicated that they have a medical condition including identity of the child, the whereabouts of medication and the appropriate plans and records. All staff must read and familiarise themselves with the required actions as per the Medical Management Plan and Risk Minimisation Plans of the notified children and staff must sign off as having read and understood them.**
- **All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child including what staff member will be responsible for implementing the plan based on training and experience.**
- **Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service and families in the service will be advised not to supply that allergen with their child/children. Parents of children with an allergy may be asked to supply a particular diet if required (e.g. Soy milk, gluten free bread).**
- **Where it is necessary for other children to consume a particular touch sensitive allergen the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.**

In the event a child has an Anaphylaxis attack the following procedures/practices will be actioned:

1. Lay the person flat and do not allow them to stand or walk
 - If Unconscious, place in recovery position
 - If breathing is difficult allow them to sit
2. Give adrenaline autoinjector
3. Phone Ambulance – 000
4. Phone Family/Emergency Contact
5. Further adrenaline doses may be given if no response after 5 minutes
6. Transfer person to hospital for at least 4 hours observation

If in doubt give adrenaline autoinjector.

Commence CPR at any time if person is unresponsive and not breathing normally.

Note: It is stipulated on the ASCIA Action Plan for Anaphylaxis that an adrenaline autoinjector should always be given FIRST before an Asthma Reliever Puffer when a child has a severe allergic reaction.

In the event a child is suffering a suspected Allergic Reaction the following practices will be actioned:

Look for signs of Allergy reactions:

- Swelling of lips, face, and eyes
- Hives or welts,
- Tingling mouth
- Abdominal pain
- vomiting

Give Medication if prescribed.

Stay with the person while observing. If the child develops any signs of severe allergic reaction and is entering an anaphylaxis state, the Educator should refer to the ASCIA Anaphylaxis Action Plan.

In the event a child has an Asthma attack the following procedures/practices/first Aid will be followed:

- Sit the child upright
- Be calm and reassuring
- Do not leave them alone
- Give 4 separate puffs of blue/grey reliever puffer
- Shake puffer
- Put 1 puff into spacer
- Have the child take 4 breaths from the spacer
- Repeat until 4 puffs have been taken
- Wait 4 minutes

If there is no improvement, give 4 more separate puffs of the blue/grey reliever as above

If there is still no improvement or, the child becomes worse or, the child is not breathing or, a reliever is not available or, if the child is known to have anaphylaxis or, not sure it is Asthma and the child has breathing difficulty, then immediately Dial 000 for an Ambulance, inform them someone is having an Asthma attack and keep giving 4 separate puffs every 4 minutes until emergency assistance arrives. Note: Blue/grey reliever medication is unlikely to harm, even if the person does not have asthma.

In the event a child shows signs of Diabetes the following will be actioned:

Watch for symptoms of Hypoglycaemia (low blood glucose) – sweating, weakness, inability to think straight, paleness, changes in mood/behaviour/lack of co-ordination, trembling, weeping, drowsiness, hunger, irritability, nausea/stomach cramps; If in doubt, treat!

Emergency Action

If the person is conscious and has a blood glucose less than 4mmol/L give any ONE of these:

- to ½ glass or 125–200 ml Fruit Juice
- to ½ glass or 125–200 ml Soft Drink containing sugar
- Glucose tablets or glucose gel (equivalent to 10–15 grams)

If there is no improvement, give 4 more separate puffs of the blue/grey reliever as above

If there is still no improvement or, the child becomes worse or, the child is not breathing or, a reliever is not available or, if the child is known to have anaphylaxis or, not sure it is Asthma and the child has breathing difficulty, then immediately Dial 000 for an Ambulance, inform them someone is having an Asthma attack and keep giving 4 separate puffs every 4 minutes until emergency assistance arrives. Note: Blue/grey reliever medication is unlikely to harm, even if the person does not have asthma.

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Emergency Action

If the person is conscious and has a blood glucose less than 4mmol/L give any ONE of these:

- to ½ glass or 125–200 ml Fruit Juice
- to ½ glass or 125–200 ml Soft Drink containing sugar
- Glucose tablets or glucose gel (equivalent to 10–15 grams)
- Sugar or Honey (2–3 teaspoons)

If the child has a fit or is unconscious, get Emergency help, immediately – phone 000.

For Self-Administration of Medication see MBCCC Ltd.'s Medications Policy 4.14



Bolwarra, East Maitland, Hinton, Largs, Maitland, Metford, Rutherford, Tarro, Tenambit, Thornton

"We believe we are the **HEART** of the Community"

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