



Your child's medical care with us: a guide for families



Welcome

Caring for a child with a medical condition takes planning, communication and trust.

This guide has been created to help you understand how we support your child while they are in our care, and what we need from you to do that safely.

Our aim is to:

- ✦ Keep your child safe and supported
- ✦ Give you confidence in our care
- ✦ Make requirements clear and easy to follow
- ✦ Ensure ongoing and open lines of communication between us both

We know every child is different. We will work with you to understand your child's individual needs and support their participation wherever it is safe to do so.





About this guide

This guide explains:

- ✦ What needs to be in place before your child attends
- ✦ Your role in supporting your child's care in outside school hours care
- ✦ What you can expect from our team
- ✦ How we manage risks and respond to emergencies

Some requirements in this guide are essential for your child to attend. These are in place to keep children safe and to meet national early childhood education and care laws & regulations.

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1. Our commitment to your child's safety

Your child's safety, health and wellbeing are our highest priority. We support children with a range of health needs and other medical conditions to participate safely in our programs.

This may include:

- ✦ Asthma
- ✦ Anaphylaxis (including severe allergies)
- ✦ Diabetes
- ✦ Epilepsy
- ✦ Other diagnosed health conditions requiring ongoing management
- ✦ Temporary or ongoing medical needs supported by a medical practitioner





We follow clear and consistent processes to reduce risks and respond quickly if a medical situation arises. These processes are guided by the **Education and Care Services National Law and National Regulations**, which set out how we support children with medical conditions and protect them from harm.

In all decisions, we follow the **Paramountcy Principle of Child Safety** which means that **a child's safety, rights and wellbeing must be the primary consideration in every decision we make**. If there is ever a situation where participation and safety are in conflict, we will always prioritise your child's safety.



2. What you need to provide to us before your child attends

To keep your child safe, there are a few essential things that must be in place **before they attend care**.

If these requirements are not met, your child may not be able to attend until everything is in place.

Required documents

Before your child starts, you must:

- ✦ Ensure all relevant information is provided as part of your child's enrolment record in Kidsoft
- ✦ Provide a current **Medical Management/Action Plan**, signed by your child's doctor or registered medical practitioner
- ✦ Contribute to a **Risk Minimisation and Communication Plan**, developed in partnership with the service

These documents help us understand your child's needs and how to respond in different situations.

Required medication

You must supply **all prescribed medication** your child may need while in care.

Medication must be:

- ✦ In original packaging
- ✦ Clearly labelled with your child's name (pharmacist label)
- ✦ Within the expiry date

IMPORTANT:

If medication needs to be altered, such as cutting tablets, we can only accept this if it has been prepared by a pharmacy (for example, a Webster pack). We cannot cut, crush or modify medication ourselves.

If you have chosen a generic brand of medication or an alternative medication with a different name we need a letter stating that the medications are interchangeable. This can be from either the doctor prescribing the medication or the pharmacist dispensing it.

What this means for your child's attendance

Your child cannot attend if:

- ☒ Required medication is not provided or is out of date
- ☒ Required documentation is missing or out of date

These documents help us understand your child's needs and how to respond in different situations.

IMPORTANT:

Children cannot attend care without required correctly named medication with a valid expiry date and documentation available on site. The service reserves the right to pause or cancel children's bookings if families do not adhere to the service policies and procedures in relation to medical management.



3. Your role as a parent or carer

You play an important role in helping us keep your child safe at Outside School Hours Care.

Keep information up to date

You need to let us know straight away if anything changes, including:

- ✦ Your child's condition or diagnosis
- ✦ New or changed symptoms, triggers or behaviours
- ✦ Medication type, dose or timing
- ✦ Emergency contact details **including at least two contacts who can be reached during care hours**
- ✦ Medical Management Plan – use the Communication Log (Part 2) to record updates
- ✦ Completion of a Child Enrolment Update form where there have been changes since their original enrolment – your service will provide this form to you directly

We rely on accurate information to provide safe care. Where updates are required, please work with your service team to ensure your child's records are updated appropriately.

Work in partnership with us

We will work with you to understand your child's needs and create plans that support them.

Completing and updating documentation is an important part of this partnership. These requirements are necessary for your child to attend and help us meet our legal obligations while keeping all children safe.

If you have any trouble contacting your service to provide the updates, please contact our Customer Service team on: **1300 612 462** or

accounts@helpinghandsnetwork.com.au



4. What you can expect from us

Our team is committed to providing safe and consistent care for your child. We will:

- ✦ Ensure all required plans are in place before your child attends
- ✦ Work with you to identify and reduce risks
- ✦ Make sure educators understand your child's medical needs
- ✦ Store medication safely so it is accessible in an emergency
- ✦ Have trained staff on site at all times, including first aid, asthma management and anaphylaxis training
- ✦ Remind you when medication is due to expire and requires updating
- ✦ Dispense medication to your child in a way that supports their wellbeing as well as their privacy and dignity as best as possible

Where needed, we will explore additional training to support specific medical conditions, such as diabetes. In some situations, we may need to confirm appropriate supports or training are in place before your child attends.



5. How we manage risks and daily care



We take a proactive approach to keeping children safe each day. This includes:

- ✦ Identifying triggers and risks in the environment
- ✦ Adjusting activities where needed
- ✦ Supervising children closely
- ✦ Working with families and schools when appropriate
- ✦ Ensuring lines of communication are open with parents/carers, staff and the school where required

Medication is stored securely but is accessible in an emergency. Each day, we check that:

- ✦ Medication is present
- ✦ Medication is in date
- ✦ Medication is correct – medication provided has the same name as medication listed on the plan

Any medication given must be authorised by you and is recorded and signed by our educators.



6. What happens in an emergency

If your child experiences a medical emergency:

- + Educators will follow your child's Medical Management or Action Plan
- + Medication will be given if needed
- + Emergency services (000) will be called where deemed necessary
- + You will be contacted straight away
- + The incident will be documented and reviewed

Our goal is to act quickly and confidently to keep your child safe.

In the event of a medical emergency, the service may take action to provide your child medication in the form of an asthma puffer or EpiPen, without direct parental consent. Every effort will be made to contact parents first. In the event this medication is given to a child in an emergency an ambulance will also be called.



7. Common questions and situations

“My child’s medication has a different name to the plan”

Sometimes medications have brand names that differ from what is listed on your child’s plan. To help us safely administer medication, we may ask you to provide a letter from your doctor or pharmacist confirming the medications are equivalent.

“My child was recently diagnosed”

If your child develops a medical condition after enrolling, please speak with your service team as soon as possible. We will work with you to update their plans and ensure everything is in place before their next attendance.

“My child only needs medication sometimes”

Even if medication is only needed occasionally, we still require all documents and medication to be in place before attendance. This ensures we are prepared to support your child safely, even if medication is not usually required.

“My child won’t take medication in the usual way”

If your child requires medication to be given in a specific way, we can only follow instructions provided by a medical practitioner. Please speak with your doctor and provide written guidance so we can assess how to safely support your child.

“There is a lot of paperwork”

Completing the required documentation is a condition of your child’s enrolment, and we will work with you to make the process as clear and manageable as possible.



8. Need help?

If you have questions or need support with documentation, please speak with your **Service Leader**.

We are here to work with you to make sure your child feels safe, supported and confident in our care.