

# **OUT OF SCHOOL HOURS CARE**

## **Management Policy Booklet**

Reviewed

May 2023



**Government of South Australia**

Department for Education and  
Child Development

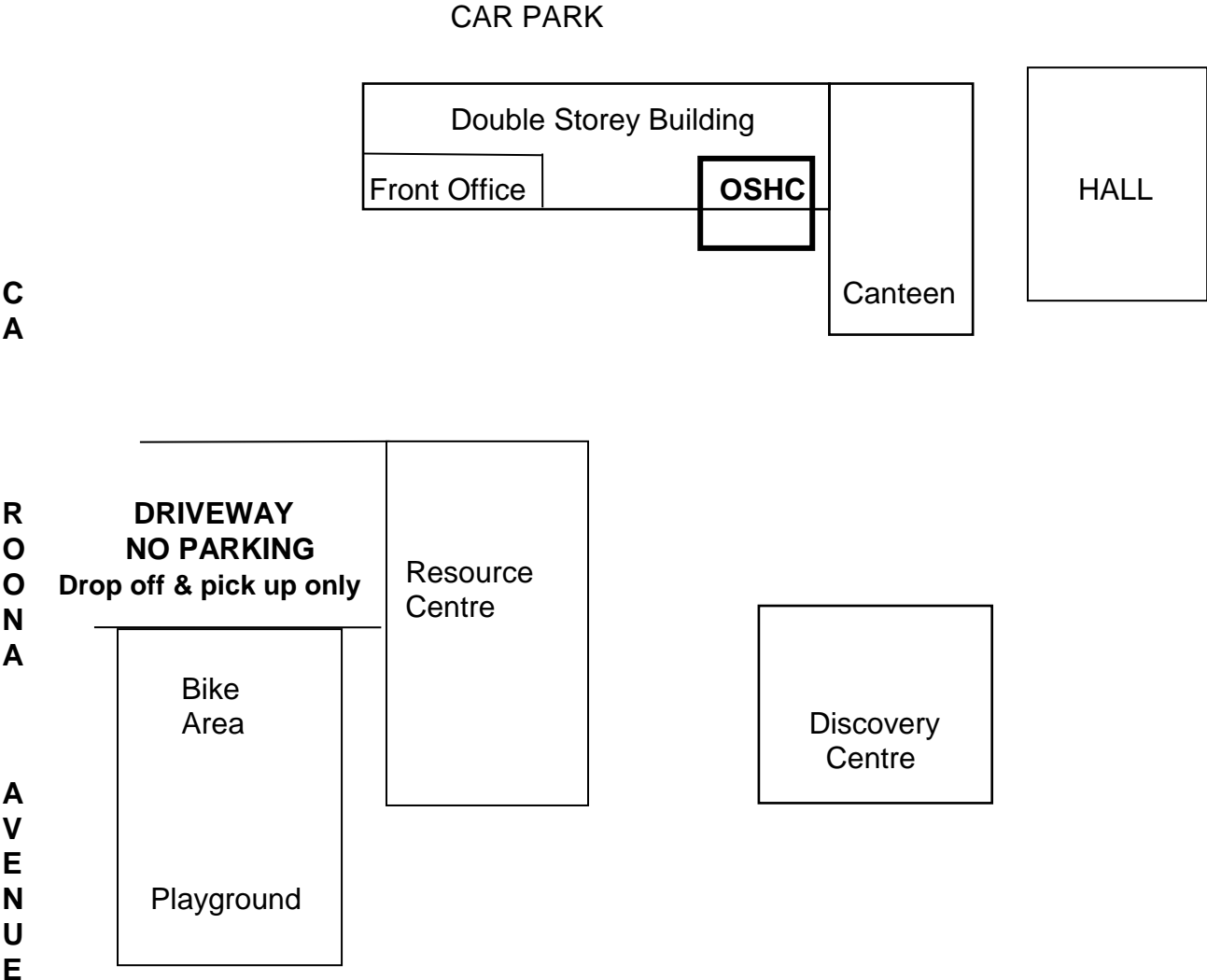
# EAST PARA PRIMARY OUT OF SCHOOL HOURS CARE

**CONTROLLING BODY:** East Para Primary Governing Council Inc.

**ADVISORY COMMITTEE:** Director, Principal or Nominee, Teacher Rep, Governing Council Rep, Volunteer Parents

**ENQUIRIES:** Out of School Hours Care - 7.00am to 8.30am,  
3.00pm to 6.00pm Telephone: 8264 3283  
An answering machine is able to take messages at other times  
if no-one is in attendance  
Director's Mobile: 0478 752 270

**LOCATION:**



Access is from Carroona Avenue using the visitors or staff car parks.

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## **INTRODUCTION**

This Policy has been prepared by the Advisory Committee of the East Para Out of School Hours Care Service and the EPPS Governing Council.

'OSHC' (Out of School Hours Care) has grown from a need in our school community and we aim to meet those needs as fairly as possible. This booklet contains a selection of our policies, but a complete documentation of all the policies is available upon request. These policies have been developed to support the program in its implementation and ensure a safe and productive environment for all users and stakeholders. These policies were developed through information from a number of Government and Health Support Agencies, to ensure the policies meet current and legislative requirements.

The Service has formulated a philosophy which was developed with the children, Educators, families and stakeholders of the East Para Primary OSHC Service and aims to highlight the important aspects of our Service and care practices. It describes our beliefs and values as an OSHC community and ways in which we strive to accomplish them. All policies and the philosophy are reviewed annually. Any parent wishing to be part of this process can speak with the Service's Director.

## **ELIGIBILITY**

Priority is given to families in this order:

- Workforce participation/training
- Children with disabilities
- Children at risk
- Parents at home

Consideration for placement will be given to families on low income, those of Aboriginal and Torres Strait Island descent, single parents and families from Non-English Speaking Backgrounds.

## **ENROLMENTS**

OSHC offers regular and occasional care. Enrolment of a child takes place at an interview between parent/carer and the Director:

Information is available from the OSHC Director or the Front Office.

**ALL INFORMATION PROVIDED ON ENROLMENT FORMS IS CONFIDENTIAL**

# DISABILITY

OSHC makes every effort to accommodate children with a disability. If required, Inclusive SA will be contacted to organise Intervac Inclusion Funding.

## PHILOSOPHY

### **Children:**

We believe that all children have a right to be heard, and that their cultural beliefs should be respected. All children should be cared for in a safe, nurturing environment, where their interests and needs are met in all program areas.

#### To accomplish this we will:

- Acknowledge children by listening to them and respecting their right to have a voice.
- Incorporate and respect the views and beliefs of various cultures represented by the children.
- Follow all health and safety procedures for the children and the environment.
- Support diversity within our OSHC.
- Counter harassment by developing cross-age groupings that provide a safe environment for all students.
- Comfort children when needed and always treat them as a first priority.
- Observe, record and reflect on the needs and interests displayed by the children. This will be the basis of an in depth program to support the learning and development of each child.
- Support and acknowledge the importance of play to the child's social, emotional, cognitive and physical development.
- Follow the Behaviour Management Policy to promote a respectful and safe learning environment.

### **Parents, families and caregivers:**

We believe all parents, families and caregivers have a right to be as active as they wish in their child's care. Their opinions, ideas and reflections are important to running a quality program, therefore, parent/caregiver participation is encouraged. We believe that parents/caregivers should be involved in decision-making and should be informed regarding the activities in OSHC both formally and informally. Open lines of communication are important in developing the vital trust and respect we strive to receive from all parents/caregivers and ensure the best care possible for all children

#### To accomplish this we will:

- Encourage family involvement through suggestions, committee opportunities, child information, donations of materials for the service and the wider community.
- Use a suggestion box and the skoolbag app to encourage a free flow of ideas from parents.
- Inform parents/caregivers that suggestions can be emailed to [joel.cooke551@schools.sa.edu.au](mailto:joel.cooke551@schools.sa.edu.au)
- Be available to discuss their children's participation in OSHC, whether it's at the time of collection, if correct staffing ratios are available, or through an organised meeting.
- Invite parents to join the OSHC Advisory Committee, the majority of whom must be parents.
- Use the School Newsletter, online sources, mobile texts, displays, skoolbag app and notices home to report Service information.
- Make available all of the policies and procedures and involve parents/caregivers in reviewing and evaluating these.
- Parents are to be made aware of the services constant strive for improvement through the Quality Improvement Plan.

## **Community:**

We believe that both the school and local community play an important role within our Service. As the students currently belong to the school community and will eventually become an independent member of the local community, OSHC helps to support the children in developing their place within the local and wider community. The local community is diverse and interesting and we believe the children can gain both skills and knowledge from its members. The service implements sustainability practices to benefit each child's future and the future of the community.

### To accomplish this we will:

- Invite school and local community members into the Service, should we feel it would be of benefit to the children.
- Children will be familiarized with the local community through walks, excursions and activities.
- Place an emphasis on respect for the community through in-Service activities.
- Have community information available to parents and families
- Contribute to community organisations through donations of food/clothing, etc.

## **Program:**

We believe that all children should have their ideas, interests and needs incorporated within the program. Our program is diverse in nature including a holistic approach to children's development. The program allows for planned activities which can be easily adjusted to suit the needs of the children. Child initiated activities, learning and play are encouraged and guided by experienced Educators. Our OSHC program recognizes the need for health and well-being for all children. Children learn about sustainability through the program and the part they play in the world.

### To accomplish this we will:

- Observe both formally and informally children's interests and needs and use these observations to plan inclusive programs.
- Use surveys and a suggestion box to learn about and incorporate children's own ideas into programs.
- Ensure programs include fine and gross motor development activities, social and emotional experiences, activities that promote cognitive development and self help/concept development.
- Meals/snacks will be well balanced, varied and promote healthy eating.
- Children will be given the opportunity to assist in the planning of these experiences.

## **Educators:**

We believe that for our Service to provide quality care the Educator Team needs to be positive role models and work collaboratively. Open communication and respect throughout its members is essential to a happy and consistent working environment. Our Educators will be professional and strive to be the best they can be. We will assist each other to achieve our own personal work goals as well as the Service's goals.

### To accomplish this we will:

- Have regular staff meetings to discuss Educator and Service issues and bring forth individual ideas.
- Develop programs, policies and procedures as a group.
- Attend training and development to improve Educators knowledge and skills as well as to keep updated with OSHC standards, regulations and guidelines
- Provide induction sessions and mentoring for new Educators.
- Adhere to grievance policies, and encourage Educators to discuss concerns or issues in a professional manner.

## CANCELLATION FEES

Parents/guardians **must** notify the Service if their child will not be attending OSHC for any reason. This will prevent Service Educators having to search for the “missing” child/ren and ensure all Educators are available to supervise within the program. It would also be appreciated if the Service could be notified as early as possible of any non attendance to assist with staffing arrangements and to allow people on our waiting list to be offered care.

**Cancellations must be made 48hrs prior to the start of the booked session. Non-Cancellation of a booking for any reason including sickness will incur the full payment of session fee however, this will be calculated as an Allowable Absence (AA) on your account and will incur Child Care Subsidies up until all AA’s have been used, at which time you will be charged the full child care fee.**

- **Before School Care: \$16.00**
- **After School Care: \$26.00**
- **Early School Closure: \$28.00**
- **Closure Day: \$55.00**
- **In Service Vacation Care: \$55.00**
- **Excursion Day/Centre Visit \$65.00**

## HOURS OF OPERATION

OSHC operates from 7.00am to 8.30am and from 3.15pm to 6.00pm each school day. OSHC does not operate on Public Holidays.

On School Closure Days, OSHC is open from 7.00am to 6.00pm. You will be notified through the School Newsletter of the dates and procedures for booking your child into OSHC on School Closure Days.

At the end of each term and at other times authorised by Governing Council when the school finishes at 2.15pm OSHC will begin at this time.

A Vacation Care Program will operate each school holidays with sessions operating from 7.00am to 6.00pm.

## WRITTEN PROGRAMS

Weekly programs are written and displayed in the OSHC window to inform parents/carers and children of the activities being offered and to give parents/carers and children the opportunity to provide feedback to the Director regarding the program being presented. This can be done verbally or through the use of the Suggestion Box.

The Director and Educational Leader, in consultation with other Educators, will develop and implement a program that is considerate of varying cultures within the community, it will incorporate individual abilities, skills, interests and needs. OSHC will provide equal access to all those in need of care, ensuring that activities and themes do not isolate, prejudice or preclude any one wishing to use OSHC.



## SNACK TIME

Children will be given a light morning and afternoon snack that is both nutritious and varied. This snack will be prepared in accordance with the 'Provision Of Food Policy' and food will be served in accordance with government health recommendations. T

### Additional responsibilities for the Supply of Food

- Any child with dietary conditions will be offered an alternative, however Educators will endeavour to have snacks that all students can share in as much as is reasonably possible
- The food or beverages provided are nutritious and adequate in quantity, and chosen based on each child's dietary requirements (accounting for their growth and development needs, as well as any specific cultural, religious or health requirements)
- Water is provided by the Service from the Pura Tap in the OSHC kitchen
- A morning snack is available for children attending Before School Care. This will consist of varied nutritious hot and cold breakfast foods. Fruit will also be available.
- Fruit will be served or provided as an alternative with every afternoon snack.
- Due to allergies, no nuts will be provided in food served by the Service, i.e. Peanut butter, Nuttella.
- Children will be encouraged to eat healthy foods; this will be done through the offering of healthy snacks, by displays, through modeling by Educators and through OSHC activities.
- 'Sometimes' foods will be offered occasionally on the program, fruit will always be available as an alternative.
- The Service will provide information to parents on healthy eating options.
- Children will be provided with adequate amounts of food for a snack, and should not remain hungry and will never be forced to eat what they cannot fit in.

## POLICY FOR THE ARRIVAL AND DEPARTURE OF CHILDREN

East Para Out of School Hours Care will make every effort to ensure children are safe whilst in care.

Parents and carers also play an important role in ensuring the safety of children attending the Service. Signing children in and out of the Service is vital and needs to be completed in accordance with OSHC Standards.

### Responsibilities for Educators, Parents/Carers and Children

- When attending Morning Care and/or Vacation Care parents **are strongly recommended** to notify an Educator of the child's arrival using the sign in app on the OSHC mobile located at the sign in station near the front door.
- **No legal responsibility will be accepted by the school and/or OSHC if children are left when the Director or appointed Educator is not present and without the parent/carer signing the daily attendance register.**
- Should no Educator be present upon arrival, parents are to telephone Joel Cooke on 0403 658 596 who will arrange for a relief Educator and/or attend and open the Service as soon as possible. If Joel is not able to be contacted, telephone the front office on 8264 3944

- When the 8.30am bell sounds a roll will be taken and when a teacher comes on duty and signals the OSHC Educators, the children will be dismissed into the school yard.
- After school, children booked into OSHC will make their own way to the Service. New Reception students will be collected from their teachers by an OSHC Educator for their first term of school. An OSHC Educator will take the roll to ensure all children booked in for care that day have arrived safely. The Educator will sign children into the Service at this time.
- If there are children who are booked in but have not arrived and only one Educator is present, that Educator will contact the Front Office by telephone and ask for their assistance in searching for the children within the school grounds. This contact is to be made by 3.25pm (2.25pm on early closure days).
- If more than one Educator is present one Educator is to search for the child/children in their classroom, Discovery Centre, Hall, Library and school grounds and report back to the Director.
- In either circumstance if the child/children are not located the Director will contact the parents to try and determine the child's whereabouts.
- At the time of departure an Educator **must** be made aware the child is leaving and the parent/carer or nominee **must** complete the attendance roll by signing the roll (initials are acceptable) and noting their time of departure.
- Only the person(s) specified on the enrolment form are permitted to collect children from OSHC. If circumstances change Educators must be notified and verification needs to take place by telephone prior to the release of the child/ren.
- Children are not allowed to leave the school grounds unaccompanied by an OSHC Educator during the time they are at the Service.
- Child Care Subsidies will only be approved and maintained if attendance records are accurately completed and signed by parent/carers.

## FEEES

**Morning Sessions:** \$16.00 per session per child

**Afternoon Sessions** \$26.00 per session per child.

On days where the school dismissal is 2.15pm, ie. at the end of a school term, an extra \$2.00 per child is charged. (\$28)

### Vacation Care Fees

\$55.00 per day per child non excursion days

\$65.00 per day per child excursion days/centre visit

### Late Fees

All children must be picked up by parents/carers by 6.00pm. **A late fee of \$1.00 per minute per child** will be levied if Educators need to continue supervision after 6.00pm (closing time) to cover wages.

### Overdue Accounts

- If accounts are not paid within the specified time frame and no arrangements to make payment have been made with the OSHC Director the overdue account plan will be imposed. Details of this plan are outlined below:
  - Invoices sent weekly via email or posted to families if requested.
  - Original account payment due within 7 days
  - If no payment has been made within 7 days of the 1<sup>st</sup> invoice, on day 8 a text will be sent to the account holder advising that payment in full is required within 7 days or children will be unable to attend OSHC.
  - On day 15 if no payment has been made a text will be sent to the account holder to advise that care for their child/children at the service has been suspended until payment has been received or a payment plan has been organised with the Director.
  - If full payment is not received within 21 days of the original invoice, the account will move into the debt collection phase outlined below.
  - The first phase of debt collection is a re-issue of the unpaid invoice(s) and an explanation that matters will proceed to a debt collector and account holder will be liable for any fees incurred by the debt collection agency if full payment is not received within 30 days.
  - If no payment has been made after 30 days the overdue account is then sent to the debt collector.

## CHILD CARE SUBSIDY

If you use childcare for your children you are entitled to a subsidy towards the costs incurred, this is a percentage that will be deducted from your child care fees, called Child Care Subsidy. This is to be organised by parents/carers by contacting Services Australia/Centrelink.



## **CHILD : EDUCATOR RATIOS**

East Para Primary Out of School Hours Care strictly follows child and Educator ratios provided by the Education Department to ensure a high quality of care and child safety at all times.

Whilst at the Service the following ratios will be followed;

- 1 qualified Educator to 15 children
- 1 qualified and one unqualified for 16 to 30 children
- 2 qualified and one unqualified for 31 to 45 children
- 2 qualified and two unqualified for 46 to 60 children

Whilst on an excursion the following ratios will be followed;

- 1 to 8 on excursions
- 1 to 5 on swimming excursions.
- Qualified persons remain as above.

## **EXCURSIONS**

- All children attending Vacation Care on Excursion Days are required to participate in excursions. No Service based care will be provided during excursion times.
- Only those children with written permission from their parent/carer will be permitted to attend excursions.
- Parents/carers will be provided with details of excursions and transport arrangements.
- When on excursion the Director will ensure that a list of all children taking part, their medical forms, emergency telephone numbers, a mobile phone and First Aid kit are taken.

## **TRANSPORT (Vacation Care)**

Only fully licensed bus companies will be used by the Service. All children will be seated on the bus whilst it is moving.

In the event of a bus breaking down or being involved in an accident whilst transporting children on excursions, the Director will phone a nominated contact person who will be responsible for informing parents/carers of late arrival of children and the reasons for this occurrence.

## **ACCIDENT PROCEDURE**

Should there be an accident, the procedure followed will be:

- Administer First Aid
- The Director will make an assessment if further treatment is needed.
- Parent/Carer will be notified of the injury.
- For serious accidents a report will be filled out using SPIKE and ACECQA within 24 hours. Minor Accidents are recorded in the First Aid Record Booklet in the office.
- In the case of a serious injury, the child will be transported to hospital by an SAAS Ambulance. Parent/Carer or the authorised contact person will be notified as soon as possible. Ambulance costs to be met by the family or claimed through Department for Education where no appropriate insurance cover is held by the family.

- In the case of an injury that requires hospitalisation or medical treatment by a health professional, a report to ACECQA must be completed within 12 hours.
- The East Para Primary School will be notified of any serious accidents or injuries.

## **ILLNESS**

Please do not send your child to OSHC if they are sick. It is important that if your child has any contagious disease you notify the Director immediately.

If a child becomes unwell during the school day, the Parent/Caregiver will be contacted and asked to collect the child and the child will not be accepted into OSHC that day.

Should a child fall ill while in care at OSHC, the child's parent/carer will be contacted and asked to collect the child. The child must be isolated from other users of OSHC and kept under adult supervision until the child is collected by their parent/guardian.

### **Infectious Diseases**

Where information is provided to OSHC that a child has an infectious disease or has been exposed to an infectious disease, the child will be excluded from attending until such time as the child is no longer contagious according to SA Health exclusion period.

Where a child becomes unwell as a result of an infectious disease while in care, that child will be isolated from all other children until such time as a parent or guardian can collect the child from OSHC.

Where information is provided to OSHC about the occurrence of an infectious disease, information regarding the existence and nature of this disease will be made available to the parents/carers of all others using OSHC. The School and SA Health may also be notified of any infectious diseases.

## **MEDICATION**

East Para Primary Out of School Hours Care understands that at times children will require medication for various reasons. We believe that the administration of medication needs to be given the utmost attention and care to ensure that all students are safe and their well-being is maintained.

Parents need to ensure the following, for medication to be administered to their children;

- Let an Educator know when their child requires medication.
- Have the original container with child's name, medication name, dosage instructions and date clearly displayed.
- Complete the Medication register with full accurate details and signature
- Inform Educators of any known side effects to look out for.

No patent medicines (Panadol, Aspirin etc.) can be administered to the children unless a doctor has added a dosage and name to the medication.

## **SUNSMART POLICY**

At East Para OSHC we believe that children in our care must be protected from excessive exposure to the sun so that their risk of skin cancer is reduced. As outdoor activities are an integral part of any child's day, skin protection measures must become a part of their daily routine.

Parents must provide their children with a sun safe hat (wide brimmed or bucket hat) in accordance with the Cancer Foundation recommendations and the school policy. Hats are

required in Terms 1,3 and 4. Hats must be clearly named. Children will wear hats whenever they are playing or doing activities outside.

If a hat is not supplied, children will not be able to participate in outside activities or excursions. This is a last resort as sharing of hats is not a good health practice.

During Vacation Care parents are requested to apply sunscreen to their child/children before attending the program. Sunscreen is provided by OSHC and will be applied at the discretion of Educators.

Outdoor activities will be held in shady areas where possible.

On days with a temperature of 35° and over children will be kept indoors for their own safety.

## **EMERGENCY DRILL**

A continuous whistle blasts will be blown and all children will report to the end of the netball court where the roll will be called. Toilets and activity areas will be checked by the Director.

A practice drill will be held once a term and recorded in the Emergency Drill Folder.

## **EMERGENCY EVACUATION PLAN**

### **For Fire, Gas, Electrical, Flood, Disaster, Death**

#### **ALARM**

- Any adult discovering any of the above must ensure their own safety and that of others in the immediate vicinity
- Inform nearest adult if available
- Sound alarm signal

#### **SIGNAL**

- Continuous whistle blasts by an Educator moving around the area. (The whistle is kept on the back of the Office Door)

#### **EVACUATION**

- On hearing the alarm children must walk to the end of the netball court or other area as directed by Educators. Children will be accompanied by an Educator. They are to leave the room either by the door leading directly outside or through the corridor and via the door at the western end of main building.
- The Director will check other areas used such as music room, homework area, gym and toilets.
- Close doors where possible after checking areas.
- An Educator will take roll call to ensure all children are present and safe
- The Director then calls the fire brigade and families.

**NO-ONE IS TO RETURN TO THE BUILDING.**

## **HARASSMENT OR THREAT**

In the event of a child or children being harassed or threatened by a person or persons known or unknown by OSHC, an Educator or the Director will blow a whistle in one continuous sequence for all children to return to the main OSHC Room which will be locked and where an Educator will contact School Security (82260888) or the Police on 131 444. **Educators are not to confront the offender.** All Educators and children are to remain in the OSHC room until the School Security or Police arrive or until the offender has left the school grounds.

## **MANDATORY REPORTING**

The East Para Primary Out of School Hours Care Service has an obligation to all children attending the Service to defend their right to care and protection.

For our Service to support this right we will follow all procedures set down by the Department of Human Services (DHS) under the Children and Young People (Safety) Act 2017 when dealing with an allegation or observation of abuse or neglect of children. By doing this we hope to ensure the child/children's safety and protection.

All OSHC Educators are mandated notifiers. Should an Educator suspect that a particular child has been abused, it is their responsibility to report those suspicions to the relevant authorities. These dealings are strictly confidential and shall not be discussed with parents or carers.

## **RULES DEVISED BY THE CHILDREN**

The OSHC rules are devised in conjunction with children and Educators. We believe by doing this children will have ownership and respect of the rules, as well as a clear understanding of their expectations in regard to behaviour in the Service.

These rules are displayed in our room and new children who attend will be advised of these rules during their orientation and asked if they would like to add to these.

Parents are also welcome and encouraged to express their feelings on these either through verbal communication with the Director or through the Suggestion Box located in the OSHC room.



## **BEHAVIOUR MANAGEMENT**

Children attending OSHC are expected to respect the rights of other children and Educators. Every effort will be made to encourage children to behave appropriately. The following is the Behaviour Management Policy that operates within OSHC:

### **Philosophy of behaviour management as based on these principles:**

- OSHC is a safe, caring, environment in which the rights of all children are supported and protected.
- We aim to develop in children an acceptance of responsibility for their own behaviour.
- We will continue to develop a partnership between Educators, children and their families in order to establish expectations and logical consequences.
- The use of positive behaviour management techniques are encouraged.

### **To develop the acceptance of responsibilities children need:**

- To understand behaviour as a choice made by an individual.
- To have opportunities to discuss and practise appropriate behaviour.
- To have responsible behaviour taught and modelled by the OSHC Educators.

### **Suggested positive behaviour techniques for Educators and children include:**

- Use of 'I' statements; I feel-----when you..... because-----.
- Are you aware of our rules?
- Stop, I don't like it.
- Attention and encouragement for appropriate behaviour
- Clear calm instructions
- Descriptive praise

## **BEHAVIOUR MANAGEMENT PROCEDURE**

Educators are to use their professional judgment to decide upon a logical consequence for inappropriate behaviour. It is assumed that this will include input from the child. Examples include:

### **WARNING**

- Speak with child
- Redirection

### **BEHAVIOUR REFLECTION FORM**

- Reflect on the behaviour and decisions they have made
- Complete a Behaviour Reflection Form
- Educator to discuss the completed form with the child
- Keep the forms in the child's record folder
- Educators are to make a note in the Behaviour Reflection Register
- If two or more forms are completed within a month, parents will be notified and will receive a copy of the completed forms

### **BEHAVIOURAL ISSUES NOTIFICATION FOLDER**

Depending on the frequency and/or severity of the inappropriate behaviour the problem may be recorded in the Behavioural Issues Notification Folder and signed off by the Educator involved. When this occurs the following procedure will be followed:

- **One Entry** - Parents are informed of the behaviour by Director and/or nominee and, wherever possible the child is asked to tell parents of the behaviour.

- **Two Entries** – The parents will be asked to attend a meeting involving themselves, the child and OSHC Educators where a contract will be negotiated to aid the child to behave appropriately.
- **Three Entries** – A meeting will be arranged between the parents, child, Principal and/or nominee and the Director to determine what further action will be necessary. This action could involve another contract or suspension or expulsion from the program.

### **SUSPENSION OR EXPULSION**

- Suspension & expulsion are at the discretion of the Director and/or School Principal. Before the child is allowed to re-enter the program an appropriate re-entry contract will be negotiated and signed by the parent, child, Principal or nominee and Director.

## **BEHAVIOUR AND POSSIBLE CONSEQUENCES**

### **WARNING/BEHAVIOUR REFLECTION FORM**

- Eating whilst playing.
- Climbing trees.
- Running in inappropriate areas.
- Out of bounds.
- Climbing on metal guardrails and gates.
- Inappropriate use of playground/sports equipment.
- Littering.
- Spitting.
- Rough play/play fighting.

### **BEHAVIOUR REFLECTIONSHEET/PARENT NOTIFICATION**

- Unsafe play that is a risk to others - Throwing, hitting with sticks etc.
- Offensive language - verbal abuse, swearing at a person
- Harassment - physical, verbal, sexual, racial in Service Room or yard
- Damage to property (school or other)
- Fighting
- Out of school boundary
- Defiant Behaviour

## **MANAGEMENT OF COMPLAINTS**

OSHC will ensure the Director makes themselves available to parents/carers during operational hours or at an appointed time, to allow for the exchange of detailed information about their child or for lodgement of complaints. Complaints, will in the first instance, be handled by the Director and every effort will be made to facilitate an acceptable outcome. Should an acceptable outcome not be reached, the complaint would be referred on to the Advisory Committee and/or the Principal for resolution of the complaint. The process is outlined by the following policy:

## **SHARING SUCCESSES AND GRIEVANCE PROCEDURE - PARENTS CARERS**

At East Para OSHC all children, Educators and parents/carers have the right to a safe and happy environment.

Good relationships between our Service and its community are paramount to its success.

Parents want the best for their children, so it is only natural that there will be times when they will want to share things they feel are going well or to raise concerns.

These ideas or concerns could relate to the program presented, yard behaviour, the policies and practices of OSHC to name just a few. They may involve your own child, other children in OSHC, a member of Staff and/or other parents. All of these issues are important and it is imperative we deal with them in ways that ensure problems are resolved and that good ideas are used to improve our Service.

We need to show respect for all parties, emphasise listening and sharing information, and handle issues in a quiet and calm manner. It is particularly important our children see adults modelling respect for one another and showing confidence in our ability to work things through.

## GUIDELINES FOR RAISING CONCERNS

My concern is about:

Service Based Issue	Specific Incident
<ul style="list-style-type: none"> <li>• Contact the Director to arrange a mutually convenient time to discuss the issue and find a workable solution to the problem.</li> </ul> <p><b>AND/OR</b></p> <ul style="list-style-type: none"> <li>• Contact a member of the Advisory Committee to have the issue placed on the agenda of the next meeting.</li> <li>• Allow a reasonable timeframe for the issue to be addressed.</li> <li>• If the issue is unresolved or you are not happy with the outcome arrange a second meeting with the Director to rediscuss the issue.</li> <li>• If you are still unhappy please arrange a time to meet and discuss the issue with the Principal.</li> <li>• If you are still unhappy contact a member of the Advisory Committee either verbally or in writing and request the issue be discussed at its next meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the Director to arrange a mutually convenient time to discuss the incident and find a workable solution to the problem. You may request another member of staff be present at this meeting if you feel it will be beneficial to the outcome.</li> <li>• Allow a reasonable timeframe for the issue to be addressed.</li> <li>• If the issue is unresolved or you are not happy with the outcome arrange a second meeting with the Director to re-discuss the issue.</li> <li>• If you are still unhappy please arrange a time to meet and discuss the issue with the Principal.</li> <li>• If you are still unhappy contact a member of the Advisory Committee either verbally or in writing and request the issue be discussed at its next meeting.</li> <li>• Serious Issues can also be notifiable to the Education Standards Board on: 1800 882 013</li> </ul>

**Director:** Joel Cooke: 8264 3283      Mobile: 0478 752 270  
**Principal:** School : 8264 3944

### DEALING WITH BIAS AND PREJUDICE

The East Para Primary Out of School Hours Care Service aims to reduce and combat any bias or prejudice that arises within the Service, including bias and prejudice due to cultural, race, linguistic, gender, class, political conviction, disability and age differences.

If prejudice and bias becomes evident, Educators will address the issue as it occurs, by acknowledging a problem exists and discussing the issue with involved parties.

Educators will be positive role models to children regarding bias and prejudice, displaying appropriate ways to challenge this. Issues will be discussed so children can recognize where bias and prejudice may be evident. Educators will then engage children in discussions that will aid in the reduction of bias and prejudice within the Service and work through appropriate strategies to counteract bias in daily play and interactions.

The Service will seek to incorporate individual children's backgrounds and differences within the program to promote understanding.

The Service will access outside services to incorporate diversities within the program, ie: Intervac Inclusion Funding, Inclusive SA and specific cultural groups relevant to our Service.

## **CONFIDENTIALITY**

The East Para Primary Out of School Hours Care Service protects the privacy and confidentiality of individuals, by ensuring that all records and information they are permitted to obtain to complete their job successfully about individual children, families, Educators and Management are kept in a secure place. Records and information is accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the Service or have a legal right to know.

If parents/carers have any questions regarding the information they disclose to Educators at East Para Primary OSHC and their confidentiality rights, they should speak with the Director.

## **ROLE OF GOVERNING COUNCIL**

The role of the East Para Primary Governing Council is:

- To exercise a general oversight of OSHC.
- To consider in broad outline the policy of OSHC.
- To ensure that proper books of accounts are kept and that they are audited at least once a year.
- To be responsible through the Advisory Committee for the employment of such persons as are required for the operation of the Out of School Hours Care Service.

## **ROLE OF OUT OF SCHOOL HOURS CARE ADVISORY COMMITTEE**

The Out of School Hours Care Advisory Committee is a sub-committee of the Governing Council and is responsible for the management of OSHC, its policies, staffing and financial management.

### **MEMBERSHIP OF COMMITTEE**

- School Principal or nominee
- Director of OSHC Service
- Representative of School Educators
- Representative(s) of Governing Council
- User Parent/carer representative(s)

### **ROLE STATEMENT**

- To consider, discuss and if required take action on reports submitted by the Director
- To have input into the development of broad policies on how the Service will operate.
- Provide support to the Director for the provision of a program that is interesting, instructive, balanced, fun, and is relevant to children participating.
- Promote the usage of OSHC within the community.
- Review the budget generated by the Director followed by a presentation to the Governing Council for ratification.

- Participate as per policy in resolving Grievances.
- Promote a supportive atmosphere and working environment for all Educators.
- When a vacancy occurs:
  - a) At Director Level, be responsible for the preparation of a Job and Person Specification, advertising the Vacancy, the selection and nomination of a replacement and submitting a recommendation to the Governing Council for ratification after a 6 month probationary period.
  - b) At Educator Level, participate in the preparation of a Job and Person Specification, advertisement of the Vacancy and selection panel, plus submit the appointment to the Governing Council for ratification based on the recommendation of the Director following a 3 month probationary period
- Annually review the job role through a Performance Management Program implemented by the Principal/Nominee.
- Annually review the OSHC Policies and Management Booklet.
- Provide appropriate reports to Governing Council and Parent/Carers as requested/required.
- Provide a copy of the minutes to the Governing Council Secretary within one week of the committee meeting. All motions are to be part of the sub group minutes and noted in bold print at the end of the minutes.
- Voice of the community.

## **ROLE OF DIRECTOR**

- Facilitate a dynamic, ongoing program relevant to student needs in consideration of their family backgrounds.
- Ensure adequate Educators are provided either through volunteers or paid employees
  - Consistent with child to educator ratios set out by ACECQA.
  - wherever possible negotiations should occur to involve volunteer 'Trainee Out of School Hours Care Workers'
- Provide leadership, supervision and support for all volunteers and paid employees.
- Provide a safe and caring environment, supervising all students as defined in the Education Department Regulations under 'Duty of Care'
  - where children are ill make contact with parent/carers and/or take appropriate First Aid action in case of accidents.
  - encourage children to care for each other and themselves
- Work with Advisory Committee to provide relevant resources and then manage the organisation and maintenance of this equipment to ensure the satisfactory implementation of the program.
- Ensure the premises are kept clean and safe to meet conditions of the Work Health and Safety Act.
- Develop and maintain two way communication with family users and where possible encourage them to participate in aspects of the Service.
- Liaise with relevant community organisations on matters relating to the Service.

- Keep an accurate record of each child's enrolment, attendance, illness, accident reports and provide all relevant information to OSHC Advisory Meetings once per term or as requested.
- Provide a written report to Governing Council, through the Advisory Committee, once per term and a summative report for the Annual General Meeting.
- To be responsible as delegated by the Advisory Committee for:
  - sending out accounts
  - collection of fees
  - maintaining of appropriate records
  - working with Leadership to ensure the financial viability of the Service.
- Work with the Advisory Committee to make applications for funds from various community bodies and through the school's annual budgetary process.
- Work with the Advisory Committee to adequately meet community needs in relation to:
  - After school care
  - Before school care
  - Vacation school care
- Participate in the Performance Management program.

## **ROLE OF EMPLOYEES/VOLUNTEERS**

### **All Educators have responsibility to:**

- Be familiar with emergency drill and Service policies and procedures.
- Assist in planning and implementing the program.
- Provide nurturing care for the children.
- Negotiate rules and logical consequences with children.
- Positively display rules in the Service.
- Model and acknowledge appropriate behaviour.
- Consistently monitor safe behaviour and follow through with consequences as defined in Behaviour Management policy.
- Prepare materials and set up activities formulated for the weekly program.
- Undertake duties as required by daily routine and as rostered.
- Attend staff meetings.
- Be sensitive to and aware of fellow Educators and to make effective contributions as part of the staff team.
- Be responsible for such other duties as the Director or Advisory Committee may, from time to time, determine.
- To take the place of the Director in that person's absence if they are fully qualified.

## **ROLES AND RESPONSIBILITIES OF PARENTS.**

### **Parents have a responsibility to:**

- Take an active interest in the program and support the Educators in their roles.
- Collect their child/children on time.
- Ensure child/children are escorted into the Service and are signed in for Morning Care and out from Afternoon Care.
- Pay fees on time.
- Keep in touch with the Director regarding the physical and emotional state of their child/children and their attendance.
- If directed attend a meeting with the Director and/or nominated Educator.
- Be aware of Behaviour Management policy

### **Time and resources may allow parents to:**

- Contribute ideas, resources, raw craft materials.
- Serve on the Advisory Committee.

## **ROLE AND RESPONSIBILITIES OF CHILDREN**

- Respect the rights of Educators and other children
- Use grievance procedures
- Listen to Educators at all times
- Adhere rules of the Service as negotiated



## Policy Evaluation

Policy Title: \_\_\_\_\_ Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_

1. Does this policy adhere to the Service's philosophy of care? Explain
2. Are you aware of any procedures no longer required within the Service? Or any to be added?
3. Are any areas of this policy or procedures unclear? Please clearly outline
4. Does this policy adhere to The National Quality Framework and National Regulations in regards to the OSHC Service? If no, explain
5. Is this policy equitable to participants of the OSHC program? If no, explain.
6. Do the procedures discriminate against any individuals of groups that may attend the service? Explain.
7. Any further comments to consider for this policy?
8. Any proposed changes to the policy and why?