



# Family Information Booklet

*Located on the Golden Grove Primary School grounds, catering for the families of Golden Grove Primary School and Pedare Christian College*

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## **COBBLER CREEK OSHC CORE FOCUS**

**Written by the Staff Team 2005**

The staff team at Cobbler Creek OSHC is here to support Pedare Christian College, Golden Grove Primary School and families, by providing a safe environment for the children. We provide meaningful developmental experiences that allow children to extend their learning through play. We encourage children's development through contact with their peers and interactions with role models, such as staff and volunteers, during the school term and holidays. We strive to provide a high quality and professional OSHC service to meet the communities needs.

Within this service we wish to offer high quality care, which reflects the needs and wants of the families, children and the community. We aim to provide a safe, secure and enjoyable learning environment that meets the developmental needs of each individual child. The centre is sustained by friendly, approachable and supportive staff, who demonstrate a high degree of professionalism and who serve as positive role models to the children and to each other.

In order to achieve a positive, dynamic learning environment, the staff team at Cobbler Creek OSHC will develop a program based on individual children's needs and interests. We will ensure that children are our number one priority, by working together and being consistent. This will benefit the service and children through professional working practices.

Throughout 2012, the staff at Cobbler Creek OSHC & VC will aim at achieving the following professional goals:

- Positive communication between staff, children and parents
- Consistent implementation of the Behaviour Management Policy
- Be positive role models for the children
- Have positive interactions with the staff, children & parents
- Ensure consistency in all operating areas
- Broaden our links within the local community

## Venue Location & Contact Numbers

Cobbler Creek OSHC & VC is located in the Multipurpose building on the Golden Grove Primary School grounds. This is situated on the eastern side of the school grounds and backs on to Pedare Christian College.

Our postal address is: 140 Bicentennial Drive

Golden Grove

SA 5125

Contact Numbers: 8289 3137 (ph)

0434 365 589 (mobile)

8289 3138 (fax)

Website Address: [www.cobblercreekoshc.com](http://www.cobblercreekoshc.com)

E-mail address: [cobbler.creek@goldengps.sa.edu.au](mailto:cobbler.creek@goldengps.sa.edu.au)

## Staffing

At Cobbler Creek OSHC & VC we aim to provide the highest level of staffing. To ensure we are providing this to your family, we try to maintain our ratios as follows:-

Before School Care	1:12
After School Care	1:12
Vacation Care Home Days/Incursion Days	1:12
Vacation Care Excursion Days	1:8
Vacation Care Swimming Excursions	1:5

### *Current Director and Assistant Director*

Troy Papa.....Director

Naomi Leavesley.....Assistant Director

During Before School care there will always be 2 Qualified staff members, one of whom is the Assistant Director, on site as well as a staff member who holds a current senior first aid certificate.

During After School Care there are at least 3 Qualified staff members on site, with the Director and/or Assistant Director available. There will always be at least one member on site who holds a current senior first aid certificate. The remainder of the staff will carry out Qualified and nonqualified roles.

Vacation Care is structured in a very similar manner, with either the Director or Assistant opening and closing the centre.

## **Services Provided**

At Cobbler Creek OSHC & VC we offer the following services:-

### ***Before School Care***

***7:15am – 8:45am***

The children are able to participate in a range of board games as well as outside activities, weather permitting. Children are required to wear their hat if they wish to play outside.

During this time we have breakfast available from *7:15-8am*. This consists of a variety of cereals, toast, muffins, crumpets and pancakes happen once a week with the days changing to ensure no one misses out.

Booking forms are available year round. If you know what your bookings for the year will be, please complete a form and return it to the Director.

### ***After School Care***

***3pm – 6pm***

During this time we have a lot of activities on offer for the children. They range from board games suitable for all ages, art and craft activities, cooking, play dough, chalk boards, Lego, mobilo, free making, PS2, Wii, out door games and activities, construction plus many more. For those students who are academically minded we also offer the opportunity for them to complete their homework.

Due to the amount of children we cater for in an afternoon there are many areas for the children to play in. They include the Games Room, the Activity Room, the Transportable, Outside and the Homework Club.

Children are required to wear their hat all year round while they are attending After School Care.

The children receive a small nutritional snack when they first arrive at the centre and then another one at approximately 4:15pm. This snack varies depending on the season. Fresh fruit is also on offer.

Our menu is always on display for you to view and if you have any ideas please do not hesitate to notify one of the staff members.

Booking forms are available year round. If you know what your bookings for the year will be, please complete a form and return it to the Director.

### ***Pupil Free Days***

***7:15am – 6pm***

We offer care to all families when the school has a closure day. During this time we have a lot of activities on offer for the children. They range from board games suitable for all ages, art and craft activities, cooking, play dough, chalk boards, Lego, mobilo, free making, PS2, Wii, out door games and activities, construction plus many more.

We require that you provide recess, lunch and a drink for your child during the day. Afternoon tea will be supplied.

## Vacation Care

7:15am – 6pm

We offer full day care for every day of the school holidays, with the exception of one week between Christmas and New Year. During this time the service offers many of the same activities as Pupil Free Days, as well as going on excursions once a week and having other activities come into the centre, for example Jumping Castles, Wheel Chair Sports, Jewellery making and Foot-steps Dance company.

Children are required to bring along their recess, lunch, drink and a hat for every day they attend Vacation Care. Afternoon tea will be served at approximately 3:15pm. The children receive one savoury snack, one sweet snack and a piece of fruit.

Programs are available approximately 2 weeks before the holidays commence. Places fill quickly, so please complete your booking form and return it as soon as possible.

## Fee Structure

Before School Care:.....	\$8.00
After School Care: .....	\$16.00
Pupil Free Days: .....	\$35.00
Early Closure Pedare Christian College (12pm-6pm).....	\$19.50
Early Closure Golden Grove Primary (2pm-6pm).....	\$17.50
Vacation Care Home Day: .....	\$35.00
Vacation Care Incursion Day: .....	\$37.00
Vacation Care Excursion Day: .....	\$41.00

Fees can be paid via cash, cheque, EFTPOS, credit card and Internet Transfer. They can be paid to either the Director or Assistant Director at the centre between the hours of 7:15am – 5:55pm.

Vacation Care fees must be paid in full before the commencement of care. If fees are not paid by the due date, all care will be denied, unless prior arrangements are made with the Director.

### Please note the following:

Any morning cancellations will incur no fee.

Any afternoon cancellations taken **by 9am** on the day of care will incur no fee.

Any afternoon cancellations taken **after 9am** will incur the full fee.

## Child Care Benefit

All families are entitled to receive up to 50% of the Child Care Benefit Rebate. To be eligible for this rebate you must register with the Family Assistance Office and provide us with your Customer Reference Number (CRN) and your children's CRN as well. To find out more about Child Care Benefit, you can contact them on **13 61 50**.

## **Who can Access the Service?**

Any child who is school aged is allowed to attend the service. We are able to accept non-school age children, however, are only allowed to have 4 children on site within this category at any given time. **Also a non-school age child is not allowed to take the place of a school age child.**

Enrolment forms for all children attending care will need to be completed and returned before care can commence.

## ***Australian Government Priority of Access***

The demand for OSHC and VC places sometimes exceeds the places available. The Australian Government has determined guidelines for allocating places in these circumstances. These guidelines apply to out of school hours care services. They set out the following three levels of priority:

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 under Section 14 of the Family Assistance Act

Priority 3 – any other child

Within these main categories priority should also be given to the following children:

Children in Aboriginal and Torres Strait Islander families

Children in families which include a disabled person

Children in families on lower incomes

Children in families with a non-English speaking background

Children in socially isolated families

Children of single parents

Any child care service that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service in order for the service to provide a place for a higher priority child.

Further details can be found in the “Child Care Services Handbook” or online at [www.facsia.gov.au](http://www.facsia.gov.au)



## Centre Program

Each term a new program is developed to ensure the children are exposed to as many activities as possible during their time at OSHC and VC. When children participate in an activity, they are asked to fill in an evaluation sheet with the leader who ran the activity. At this point in time they are given the opportunity to offer suggestions for the next terms program. All of these ideas are collated and placed into the following terms program. The children will also be asked from time to time what activities they would like to do and these are placed in the Ideas Book for future reference.

The Vacation Care Program is developed in a similar manner. The children are asked for feedback from the previous program and are able to offer suggestions for activities, cooking ideas, excursions and incursions. Both programs are available for viewing on the "What's Going on at OSHC?" board near the office entrance.

If you have any suggestions as to what activities could be offered, please do not hesitate to let us know. They can range from cooking activities, art and craft activities as well as multicultural experiences.

## Drop Off Procedures

It is a legal requirement that each child is signed in by their parent or legal guardian. Children are **not** to be dropped off in the car park and walk down unattended to OSHC and be signed in by one of the staff members.

## Collection Procedures

It is a legal requirement that each child is signed out on the roll each day. Only those person(s) specified on the enrolment form will be able to sign out and collect the child/ren. If for some unforeseen circumstance those person(s) specified cannot collect the child/ren, the centre must be notified via a phone call that someone else is authorized to collect them.

Parents and authorised persons must accompany their child/ren from the centre. Children will not be allowed to meet their parents in the car park. This procedure is to ensure the safety of your child/ren as well as meeting government standards.

All children are expected to be collected by 6pm. A late fee at the rate of \$1.00 per minute will be charged after 6pm. In the case of unforeseen emergencies or if you will be late collecting your child/ren, the centre must be notified by phone.

If a parent is late and has not contacted the centre, every effort will be made to contact the person(s) listed on the enrolment form. If no one is contactable and the child/ren are still in care by **6:30pm**, Crisis Care will be notified and the child/ren will be collected by them.

## Collection of Children

All children are signed out in the morning and signed in in the afternoon by one of the staff members of Cobbler Creek OSHC. In the afternoon, Pedare children are signed in in the Courtyard at Pedare Christian College. Golden Grove children are signed in outside of the Multipurpose room. If a child has not signed in, all measures will be taken to locate the child. Staff will check the communication books to ensure a message was not overlooked, ring either school to see if the child went home ill or is waiting at the front, ring all contacts listed on the computer and search the school grounds. All avenues will be explored until the child is located.

Children who have just commenced school (Reception) will be taken to their class in the morning and collected in the afternoon by one of the staff members. This procedure will continue until the child and parent feels confident and comfortable walking to and from OSHC. Please notify the Director if you would like this service.

## **Expectations of Families**

It is expected that families keep an open line of communication with the staff at Cobbler Creek OSHC & VC. This can be done via the telephone, e-mails and the communication book located on the sign out cabinet.

If you require any alterations made to your bookings or enrolment form, you can simply write a note in the communication book. This book is then checked every morning and the information is transferred on to the computer.

If you would prefer to discuss a matter privately, please do not hesitate to speak to one of the staff members.

## **Medication and Health Needs**

If your child requires any medication while attending OSHC & VC, please ensure you have filled in all the details on the Medication Administration Form (located on the sign out cabinet) and handed the medication to one of the staff members. This medication will then be placed in our locked medical cupboard or in the fridge. All medication must be in its original packaging with the full name of the child, date and dosage shown. This applies to both prescription and nonprescription medication.

If your child/ren has Asthma, Diabetes, anaphylaxis, food allergies, allergies or anything else which requires more medical information and support, please ensure you complete a Health Support Plan. This will enable us to cater for the needs of your child/ren.

## **Sick Children and Exclusion**

In order to protect the health of both the children and staff at our centre, it is necessary to minimize the risk of cross infection.

In the case of illness an exclusion period may be necessary. This exclusion is the minimum period to be absent from OSHC & VC. However a child may need to stay at home longer than the exclusion period in order to recover from an illness.

Further information can be located in the '*Staying Healthy in Childcare*' (Australian Government, National Health and Medical Research Council, 4<sup>th</sup> Edition, 2005) folder, located on the sign out cabinet.

If your child/ren falls ill while attending OSHC, every effort will be made to contact a parent/guardian for the child to be collected. During this time, staff will ensure that your child is made comfortable and catered for appropriately until collected.

## **Accidents**

In the event of an accident, OSHC staff will administer first aid in accordance with their qualifications. This accident will be written up in the Accident book and co-signed by the staff member who administered the first aid and the parent.

In the event of a medical emergency, OSHC staff will call an ambulance in line with standard first aid training. Parents/guardians will also be contacted and notified.

## **Policies and Procedures**

Cobbler Creek OSHC & VC has an extensive collection of policies. The most relevant policies have been included in this booklet:- Advisory Committee, Fees, Behaviour Management, Health & Safety and Grievance, however if you would like to view all of our policies and procedures, they can be found on the sign out cabinet. These policies are reviewed every 18 months. This is generally done through the Advisory Committee and staff meetings. If you would like to be involved in this process, please notify the Director.

Copies of the Agenda and minutes of both the Advisory Committee meetings and staff meetings can also be located on the sign out cabinet.

## Behaviour Management Policy

Cobbler Creek OSHC operates a unique OSHC service, in that it successfully provides care for children from both Golden Grove Primary School and Pedare Christian College Junior School. Within our service we aim to provide the highest standard of care and instil in the children a sense of acceptance and belonging.

All members of the Cobbler Creek OSHC community have the right to be in a safe, caring and success orientated learning environment. As a team we strive to build and maintain collaborative relationships between the staff, parents and children, where responsible behaviour is modelled.

### Core Values

Self worth

Compassion

Responsibility

Respect

### Cobbler Creek OSHC Expectations

At Cobbler Creek Out of School Hours Care we respect, value and look after the environment and surroundings, the equipment, ourselves and others.

### Responsibilities of the Staff and Children

#### *Cooperation and Getting Along*

- To model respect towards one another
- Encouraging others
- Listening to others
- Respecting and caring for others
- Treating others the way we like to be treated
- Including others

#### *Persistence*

- Provide and implement the Centres expectations
- To provide a safe and friendly environment for the children to learn and develop
- To teach and model the core values
- To create and enjoy partaking in a safe and secure community

#### *Confidence*

- Take responsibility for their actions
- To make responsible choices

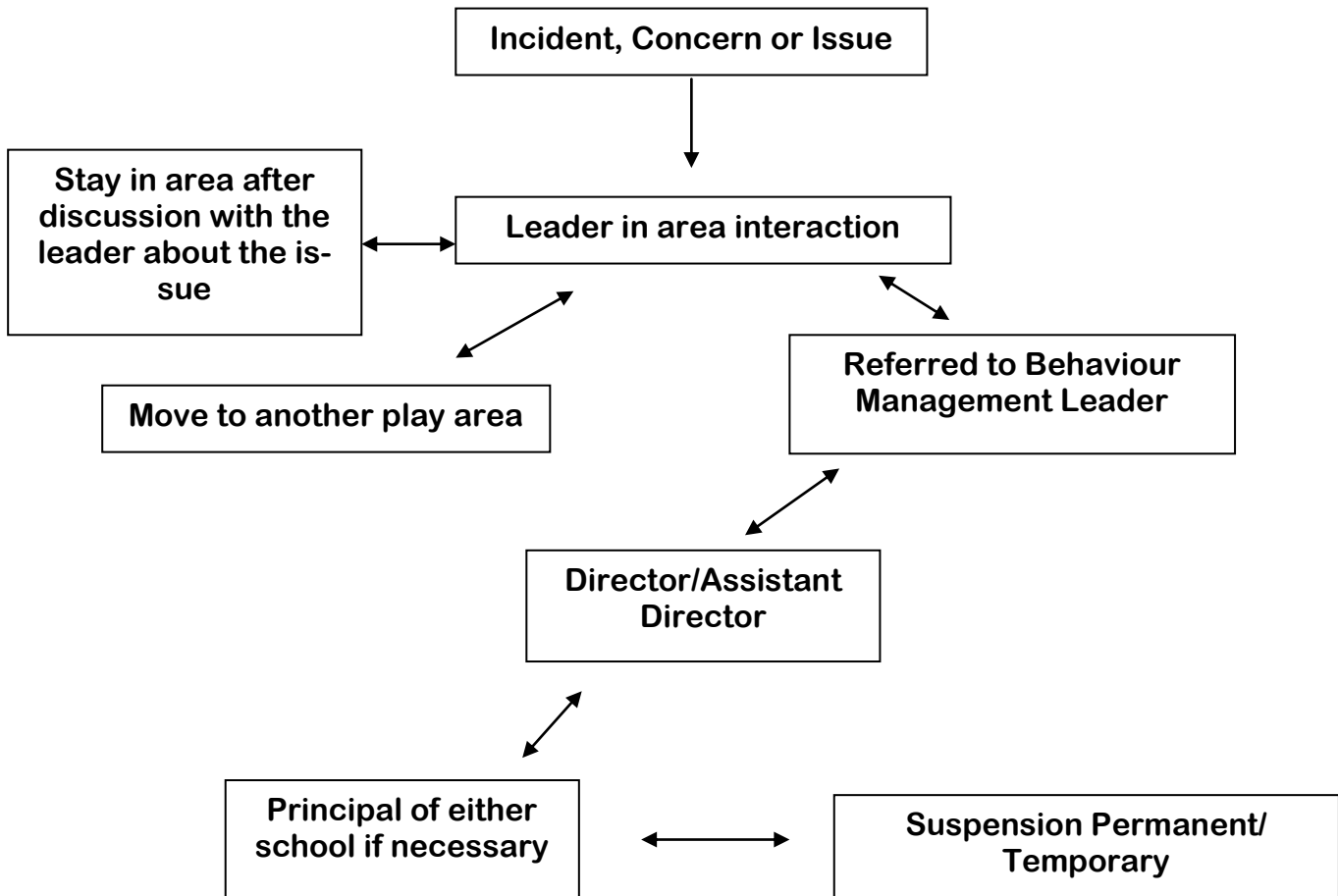
#### *Organisation*

- Looking after our belongings

### What We Want the Children to Learn

- Responsibility for their own actions
- Respect for their surroundings, others and themselves
- To develop the skills to make right and safe choices in life

## Cobbler Creek OSHC Behaviour Support Flow Chart



### Communication with Parents

- Behaviour Management Sheet
- Phone call
- Verbal conversation to express concerns
- Parent/Director/Assistant Director/Child meeting
- Parent/Director/Child/Principal meeting

## Minor Offences

Running

Inappropriate use of equipment

Taking other peoples hats

No hat, no outside play

Throwing Bark/sticks/rocks

Unsafe behaviour on the playground/oval

Wastage of Food

Littering

Not packing up the equipment

Not listening to leaders

Play fighting

Misuse of hats

Using inappropriate tone to leaders/  
other children

Not being environmentally friendly

## Major Offences

Inappropriate language

Children who are continually receiving a  
Behaviour Management sheet  
within a certain time period

Sexual Harassment or any other type of  
harassment

Racism

Fighting i.e. physical or play fighting (wrestling)

Defecating/Vandalism

Out of Bounds (unseen by leaders)

Throwing Bark/Rocks/Equipment at others

Stealing

Damaging of property

## Consequences

Ten minutes time in & told the appropriate areas  
to run in or walk back to the area they came  
from and 10 minutes time in

Not being able to use the equipment for a cer-  
tain amount of time. If repeated, asked to leave  
area

Their hat goes away and they are to play inside  
for 15 minutes

If the child has a hat but they do not put it on at  
eating times, they must get their hat and move  
to the end of the line

The child is to collect a broom and sweep the  
bark around the playground up

Verbal warning. If the offence is repeated, 10  
minutes time in. If repeated again, the child is  
made to play in another area

Clean up the eating area

Clean up the eating area

Banned from using the equipment for the  
afternoon

1<sup>st</sup> Warning

1<sup>st</sup> Warning

1<sup>st</sup> Warning

1<sup>st</sup> Warning

1<sup>st</sup> Warning

## Consequences

Instant Behaviour Management  
sheet

Will be in homework club until  
improvement in their behaviour  
is shown

Instant Behaviour Management  
sheet plus a written apology

Instant Behaviour Management sheet, verbal/  
written apology depending on the individual  
situation (to the leaders discretion)

Instant Behaviour Management sheet (3 days),  
2 days in homework club, 1 day elsewhere

Clean the effected area plus Behaviour Man-  
agement sheet

Restricted play in an inside area

Restricted play plus tidying up the area

Instant Behaviour Management sheet plus  
apology to other child

Instant Behaviour Management sheet

## **POLICY STATEMENT ON ADVISORY COMMITTEE**

The Cobbler Creek OSHC Service will provide a quality Out of School Hours Care service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents, and staff in the operation of the service. The operator of the Cobbler Creek OSHC Service is the Golden Grove Primary School Governing Council and this body will ensure that decisions are made in the proper way (in accordance with the Governing Council's Constitution) and in the best interests of the service. The Advisory Committee will make recommendations to the Governing Council and the Finance Committee in relation to the budget and operations of the service.

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

The Operator, as defined by the Department of Health and Family Services, is the body which has signed an agreement with the Department of Health to provide an Out of School Hours Care service.

The Operator of most OSHC services in South Australia is a school council, and usually the OSHC Advisory Committee is a subcommittee of the school council.

- \* The Governing Council will ensure that the service is managed in accordance with Department of Education and Children's Services and Department of Health requirements. Committee members will know the requirements regarding:
  - broad organisational goals (objectives)
  - funding and operational agreements, membership, standards, management structure, meetings, auditing, common seal, and dissolution.
  - the formal roles of the chairperson, secretary and treasurer.
- \* The Governing Council and the Advisory Committee will ensure that all relevant guidelines, acts and regulations are adhered to in the management of the service (for example, funding guidelines, associations rules/constitution, departmental OSHC Standards, departmental AIGs, relevant industrial awards etc.).
- \* The Governing Council is responsible to the Department of Education and Children's Services for ensuring that the service meets all National and State Government requirements (see State Government Standards for OSHC; Outside School Hours Care Handbook DH&FS 1998).
- \* Much of the work of the Governing Council will be achieved through the OSHC Advisory Committee. Membership of the committee will be open to all parents using the service. Parents will be actively encouraged to participate. The Advisory Committee will make recommendations to the Governing Council for its endorsement (ratification), and shall not make decisions or act on behalf of the service without Governing Council approval.
- \* The Advisory Committee will consist of equal representation from both Golden Grove Primary School and Pedare Christian College, with no more than **1** leadership representative and **3** parent representatives from each school. A quorum will be established when there is at least half of the committee members present and there is at least **1** representative from either school.
- \* Decisions about the day to day management of the service will be made at committee meetings and ratified by the Governing Council. The best interests of the families and service will always take priority in determining decisions.
- \* A member of the Governing Council will represent the Governing Council on the OSHC Advisory Committee.

- \* OSHC Advisory Committee members will be elected in accordance with government organisational guidelines and requirements and the Governing Council's requirements. Where possible, it is desirable that at least half the outgoing committee will be re-elected, to ensure continuity of management.
- \* All new members of committees with responsibilities for operating or managing the OSHC service will be oriented into their roles and responsibilities. Continuing committee members will provide new members with support and encouragement.
- \* Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities for input into the management of the service.
- \* The committee will ensure the service's philosophy statement reflects the needs and values of its clients by evaluating the statement annually. The committee will also ensure the operation of the service is always consistent with the philosophy statement.
- \* Policies and procedures will be strictly followed by the committee. They will be regularly reviewed to ensure they meet current needs.
- \* A Governing Council or Advisory Committee member who discovers a possibility of a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussion or decision-making in relation to that issue.
- \* A process of appeal will be included in parent, staff and committee handbooks, should anyone wish to question a decision of the committee (see also Grievance Procedures policy).
- \* Responsibility for the day-to-day operation of the service is delegated to the Director. Any matters that the Director is not confident about resolving, or determines to be significant, will be brought to the attention of the Governing Council or Advisory Committee for discussion and resolution as soon as possible. Where urgent decisions need to be made, an executive decision may be made by phoning at least a quorum of members of the committee (including at least one executive member).
- \* The Director and Assistant Director will be members of the Advisory Committee. At committee meetings the Director/Assistant Director will present a written progress report, including any concerns or any different aspects of care and will provide information to assist the committee to make its decisions.
- \* Communication between the Governing Council, the Advisory Committee and staff in relation to their work or the operation of the service will be through the Director. Committee members will have direct contact with other staff members only while at the service:
  - as a parent in relation to their child's participation at the service
  - at social functions
  - while accompanied by the Director.
- \* The Governing Council and Advisory Committee members will request access to the service's resources, records etc. only when necessary to fulfil their management responsibilities. All requests for access will be made to the Director, who will determine a mutually convenient time. The service policy on 'Confidentiality' will be strictly observed. Confidentiality will be maintained at all levels by all people.
- Professionals may be invited to attend committee meetings to discuss particular issues, or may be given short-term membership for a particular period.
- \* Committee members will be asked to identify any areas where they need training or resources to enhance their skills and participation in committee tasks. The committee may make an annual allowance in the service's budget for committee training.
- \* All members should be aware of the grievance policy and, should conflict arise, the grievance procedure should be set in place and all steps adhered to.

## **POLICY STATEMENT ON FEES**

The Cobbler Creek OSHC Service aims to provide a quality Out of School Hours Care service at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Golden Grove Primary School Governing Council, through the Finance Committee each year, on completion of the annual budget and according to the service's required income.

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

Note:\* Due to changes in the way the Commonwealth will fund OSHC services from April 1998, services should review fee policies with reference to the Outside School Hours Care Handbook 1998.

Note:\* Services operated by DECS school governing councils should follow financial management procedures outlined in the Financial Management section of this resource.

- \* The Golden Grove Primary School Governing Council, through the Finance Committee, will set the required fee level to meet the budget for the next year. The Advisory Committee's recommendation will be presented to the Finance Committee for the final decision. The fee level will be reviewed each year by both the Advisory Committee and the Finance Committee. Parents will be given at least two weeks' notice of any fee increase.
- \* Fees must be paid to the Director/Assistant Director every **two** weeks in advance of care. A dated receipt in accordance the Australian Taxation Office Guidelines will be provided for each payment.
- \* Hours/sessions of care will be recorded in accordance with Commonwealth requirements.
- \* Casual emergency care is to be paid for in full at the time of care or 1 week after care when accounts are issued.
- \* Fee payments will be banked twice a week during OSHC time and once a week during Vacation Care.
- \* Details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time, or particulars of fees will be available in writing to parents upon request.
- \* Parents should tell the service of their child's inability to attend as soon as this is known. Holding fees will be required for short-term absences (refer to allowable absences guidelines in Child Care Services Handbook 2006-2007).
- \* It is parents' responsibility to have their eligibility for Childcare Assistance assessed by Centrelink.
- \* Childcare Assistance will be deducted from fees in accordance with FACSIA.\* Families will only be eligible for Childcare Assistance if Out of School Hours Care attendance records are accurately completed and signed by the parent.
- \* The service will keep parents informed about Childcare Assistance and Childcare Cash rebate by:
  - advising new families to apply for assessment
  - having application forms to distribute to families
  - reminding families of the need and encouraging them to reapply for reassessment when required
  - charging full fees when a parent does not have a current Assessment Notice.
- \* All documentation relating to Childcare Assistance and Childcare Rebate will be kept for the specified period of time (until the child is 25 years of age or for a period of 7 years) and made available to Australian and State government officers on request.



- \* Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Childcare Assistance.
- \* Once a family has accrued an unacceptable level of debt, set by the Advisory Committee, the family will be required to meet with the Director and discuss an appropriate payment plan and sign an agreement stating that regular payments will be made. If the contract is not adhered to and payments have not been received then care can be ceased immediately
- \* Parents with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:
  - after one week overdue, an overdue stamp will be stamped on their account.
  - after two weeks overdue, a polite written reminder will be forwarded to the parent.
  - after three weeks overdue, a polite second written reminder will be forwarded to the parent.
  - after four weeks of non-payment-if no arrangements to pay have been made, a final reminder is sent out, stating that if they do not settle their account by a set date, a Debt Collecting Agency will be sent out to collect the amount owing and all care shall be cancelled.
  - Families with children not enrolled in Golden Grove Primary School and Pedare Junior School Campus requiring Vacation Care will be required to pay a nominated deposit at the discretion of the Director prior to care commencing.
  - Families who have an outstanding Vacation Care Account will not be able to receive holiday care until the account has been finalised or prior arrangements have been made with the Director.
  - Families who have an outstanding Before or After School Care Account will not be able to book in for the next term until the account has been finalised or prior arrangements have been made with the Director.
- \* Whenever possible, the parent should ring the service to advise if they will be late to collect their child.
- \* A parent is regarded as being late when they arrive to collect their child one (1) minute after closing time.
- \* A late collection fee of \$2/minute will be imposed when parents arrive later than the closing time.
- \* Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.
- \* When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent.
- \* Any change in booked times needs to be arranged beforehand with the Director/Assistant Director. Written communication in the parent communication book or verbal communication by the parent is needed by **9am** on the day of care to not incur a fee. If the service is not notified by 9am, the family will still incur a fee.

## **POLICY ON HEALTH AND SAFETY**

The Cobbler Creek OSHC Service aims to provide a healthy environment in which children will grow and be safe. Preventative measures, through an infection control process, will be followed by all people in the Out of School Hours Care service at all times.

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

#### **Hygiene**

- \* Hand washing is the most effective way of controlling infection in the service. Staff and children should wash their hands:
  - before handling and preparing food and eating
  - after going to the toilet
  - after cleaning up blood and other body substances
  - after handling animals.
- \* All staff must wear gloves (disposable rubber or vinyl) when:
  - in contact with blood or other body substances or open sores
  - cleaning up faeces, vomit or blood
  - when handling clothes, cloths or equipment which has been soiled by body fluids
  - when cleaning a contaminated area.
- \* Staff must wear gloves when cleaning if they have a break in the skin of their hands, or if they have dermatitis or eczema.
- \* Staff must wash their hands with soap and water after gloves are removed.
- \* Surfaces will be cleaned after each activity and all surfaces cleaned thoroughly, daily. Areas contaminated with body fluids will be disinfected.
- \* The service will ensure that toilets and hand-washing facilities are easily accessible to children. Children will be encouraged to flush toilets after use, and wash and dry their hands. (Cobbler Creek OSHC will provide their own soap)
- \* The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.
- \* Staff will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Tissues will be disposed of immediately after wiping a child's nose.
- \* Toys, dress-up clothes and other materials such as cushion covers will be washed regularly, and other equipment will be cleaned regularly. The criteria for selecting new toys, equipment, games, furnishings and other materials will include ease of cleaning.
- \* Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed or discarded after each use.
- \* Staff will encourage children to put leftover food and soiled food in the bin.
- \* Food will be prepared, kept and served hygienically.
- \* Bins for the temporary storage of refuse and garbage will be kept with lids on and will be emptied daily.
- \* Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be observed at all times.

- \* Children will be encouraged to follow good hygiene and dental care practices. Staff may discuss these subjects with groups and individual children if needed.
- \* Any animal or bird kept at the Out of School Hours Care service will be maintained in a clean and healthy condition in line with 'The Code of Practice for the Use and Care of Animals in Schools', The Prevention of Cruelty to Animals Act 1985. Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash their hands after touching animals.
- \* Any animal scratches or bites will be cleaned immediately with soap and antiseptic.
- \* Staff are expected to act in ways that do not endanger the health and safety of children, parents or other staff, and to encourage healthy and safe behaviour in children by setting a good example.

### **Information distribution about health and hygiene**

- \* Information about the Occupational Health Safety & Welfare Act, Regulations, Codes of practice and guidelines and the departmental OHS&W Manual are held at the service, or on the school site, and may be read by staff, Advisory Committee members and parents of children attending the service.
- \* Employee and employer obligations in regard to OHS&W are discussed with new staff and committee members as part of their induction. They are included in staff and committee handbooks.
- \* A training program is organised every 12 months to ensure staff and committee members can identify:
  - key elements of the OHS&W Act
  - the service's health and safety procedures and policies
  - safe and healthy workplace practices
  - how to report hazards
  - how to contribute to safe work practices and procedures.
- \* Staff are encouraged to report incidents which lead to high stress levels to the Advisory Committee and/or OHS&W representative. Positive steps will be taken to understand and minimise stress suffered by individual staff members.
- \* Information on hygiene and dental-care principles and practices will be available at the service and drawn to the attention of parents.
- \* When there is a notifiable infectious disease in the service, information will be made available to parents in a manner that is not prejudicial to the rights of staff or children and which does not infringe State or Commonwealth legislation (see Staying Healthy in Child Care in References and resources below).
- \* Parents will be informed by notices about common infectious diseases in the service. Parents of children with an immunity impairment will be advised about outbreaks of contagious diseases so that they may decide if it is in the best interest of the child not to attend the service for a period.
- \* Staff, parents and children will have access to current information provided by relevant government authorities on how to minimise health and safety risks to staff and children.

## **Immunisation**

- \* Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well (see Access to the Service policy).
- \* All staff will be encouraged to have all childhood immunisations. All adults should receive a booster dose of tetanus and diphtheria vaccine every 10 years.

## **Exclusion**

- \* Children and staff with infectious diseases will be excluded from the service in accordance with DECS Administrative Instruction Guidelines (AIG's), National Health and Medical Research Council guidelines and Staying Healthy in Child Care.
- \* A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.
- \* If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.
- \* If a staff member is unwell, they should not report to work. Staff members should contact the Director at the earliest possible time to advise of their inability to report to work.
- \* In the case of serious ill health or hospitalisation, a child or staff member will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

## **Management of unwell children**

- \* If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts.
- \* If a child requires immediate medical aid, the service staff will secure that aid and notify the parent.
- \* If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

## **Medication**

- \* Those staff eligible to give medication will assist with the children's medication if:
  - it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
  - it is an over-the-counter medicine that has been authorised by the child's parent.
  - the parent has completed and signed the service's Request to Administer Prescribed Medication form.
- \* When staff are to assist with a child's medication, it should be given directly to the staff member in charge, not left in the child's bag or locker.

- \* Children eight years and over may, on the advice of their parent and doctor, carry and take their own medication (**Puffers or bee sting medication only**). Medication should be kept in a safe place out of reach of younger children and staff informed that the child is taking their own medication and of any possible side effects. This will be possible only where:
  - the medication does not need secure storage
  - the medication does not require refrigeration
  - the Director is satisfied that potential access to the medication by other children did not create a risk.
- \* Staff must not prepare respirator or bronchodilator mixtures for use in air pumps. If a nebuliser is prescribed by a doctor, instead of a 'puffer', and it is necessary for the child to bring the pump to the service, the parent should supply an appropriately labelled container with the solution pre-mixed.
- \* Where possible, before medication is given to a child, the staff member will verify the correct dosage with another staff member. After giving the medication the staff member will complete the correct details on the Request to Administer Prescribed Medication Form.
- \* Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.
- \* All illness at the service should be recorded on the Accident/Illness Record.
- \* If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.
- \* Staff must not administer injections. In the case of children with chronic conditions which could be life-threatening, alternative fast-acting oral medications are available. The OSHC Medical and Health form, completed by parents, should disclose immediate measures to be taken in a life-threatening situation. A summary of these should be prepared and made available to all staff. Where additional advice is needed, the OSHC service Director should refer the matter to the CAFHS medical officer for the area in which the service is located.
- \* Staff are discouraged from dispensing analgesics (e.g. headache tablets) except where the person administering first aid considers that giving an analgesic will help alleviate a child's pain. When this occurs:
  - only a person with a senior first-aid qualification is authorised to give the analgesic
  - a record must be kept of the name of the child who is given the analgesic, and the reason for giving them
  - a record must be kept of the type, number and frequency of analgesics given
  - the child's parents must be advised in writing of the analgesic given, the amount; and the time at which it was given.

## Allergies

- \* Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it.

## Environment

Note: OSHC services on department sites should develop site-specific procedures in consultation with the school principal and with reference to the General Guidelines of the departmental OHS&W Manual.

- \* The OSHC indoor and outdoor environments will be smoke-free.
- \* All rooms in the OSHC service will be well ventilated with appropriate heating and cooling facilities.
- \* The Director and staff will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable.
- \* Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- \* In the interests of children's health, staff are encouraged to use environmentally friendly products at the service wherever possible.
- \* All rubbish will be disposed of in an environmentally friendly way, and products recycled whenever possible.

## Sun protection

- \* To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:
  - children will be required to wear a hat which protects their face, neck and ears whenever they are outside, except during the months of May to August.
  - To minimise the spread of infections such as head lice, impetigo and ringworm, children will not share hats.
  - SPF 30+ broad-spectrum water-resistant sunscreen will be provided for staff and children, and applied before going outside. It is recommended that sunscreen is used only on exposed skin that cannot be protected naturally.
  - staff will ensure that sunscreen is not out of date.
  - discussion about skin and ways to protect it from skin cancer will be included in the children's program.
  - when enrolling their child, parents will be informed about the sun safety policy, and asked to provide a suitable hat and SPF 30+ sun screen for their child's use.
  - staff will be aware of the proper application of sunscreen and model the practices outlined above.

## HIV/AIDS and hepatitis B and C

- \* Staff and management practices will adhere to the law under the Federal Disability Discrimination Act 1992 and the Equal Opportunity Act 1984 (SA), that no discrimination will take place based on the HIV status of a child/parent/guardian/staff member. As HIV is not transmitted through casual contact, a child with AIDS will be treated as any other child would be.
- \* Staff and management shall understand that discrimination based on HIV/AIDS and hepatitis B or C in regard to access to a service is also unlawful. A child with HIV/AIDS/hepatitis B or C has a right of access to the service. A staff member with any of these has the right of equal opportunity employment.
- \* If a staff member is notified that a child or the child's parent or another staff member is infected with HIV/AIDS or hepatitis B or C, the information will remain confidential. This information will be shared with other staff members only with the consent of the person with the virus or the parent. Deliberate breaches of confidentiality will be a disciplinary offence preceding normal consultative action (see Confidentiality policy and Grievance policy and Staffing policies).

## **POLICY STATEMENT ON GRIEVANCE PROCEDURES**

The Cobbler Creek OSHC Service fosters positive and harmonious relations between all levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. This policy also aims to assist Staff, the Advisory Committee and families at the Cobbler Creek OSHC Service to resolve grievances effectively and agreeably to all concerned.

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

1. Definition - a grievance occurs where a person believes s/he has been unfairly or badly treated by another person (not a child) at the Service or by a management decision, and wishes some action to be taken to remedy the situation.
2. In the interests of everyone concerned grievances should receive a high priority and should be resolved as quickly and effectively as possible.
3. All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
4. Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures.
5. A person raising a grievance has the right to have a union representative assist her/him at any stage in the process. S/he may have another person of her/his choice present at any meetings or interviews for moral support.
6. A person who has commenced a grievance process may withdraw and stop the process at any time without penalty.
7. No person should suffer any personal or professional disadvantage because s/he decides to pursue a grievance.
8. Every attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned.
9. Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until the grievance is resolved, then it should be destroyed (unless the outcome of the grievance requires that it be kept for a period of time).
10. The Advisory Committee may appoint one of its members, not a staff member or the Director, as a grievance officer to assist where the grievance procedures provide for her/him to do so.
11. All grievances should be handled according to the grievance procedures adopted by the Service.

### **Advisory Committee**

- \* Committee members will be provided with clear written guidelines detailing grievance procedures.
- \* Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies and procedures.
- \* All discussions during committee meetings will be treated as confidential.
- \* If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
  - ask to have the grievance tabled at the next meeting for open discussion, or
  - discuss the problem with the chairperson or elected liaison officer.
- \* If the matter is not resolved the executive will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member(s).

- \* If the matter is still not resolved it will be taken to the full committee, or, if the matter is urgent, a special meeting may be called to resolve the issue (in accordance with the association's or school council's rules/constitution). The committee meeting will determine a course of action, agreed to by the majority. This will resolve the matter. If this is not possible, the committee members still in dispute will be asked to step down.

### **Parents**

- \* Parents will be provided with clear written guidelines detailing grievance procedures.
- \* Parents will be provided with information about the service's philosophy, policies and procedures.
- \* All confidential discussions with parents will take place in a quiet area away from others.
- \* Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

### **Parent and staff conflict**

- \* The parent should discuss the problem with the relevant staff member.
- \* If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the Director.
- \* If the parent still feels the problem is not resolved, the Director may offer to take the matter to the Advisory Committee for guidance, or the parent may write directly to the committee to explain the problem.
- \* The Committee will advise the Director of its decision and the Director will convey that decision to the parent and staff member concerned, or the Committee will write directly to the parent concerned to advise of the decision.

### **Parent and Advisory Committee conflict**

- \* The parent should discuss the problem with the Director.
- \* If the parent still feels, after discussion with the Director, action is necessary, they should ask the Director to raise the issue at the next committee meeting. Alternatively the parent may write directly to the Advisory Committee to explain the problem.
- \* The Advisory Committee will advise the Director of its decision and the Director will convey that decision to the parent concerned, or the Committee will write directly to the parent concerned to advise of the decision. If the parent still feels the problem is not resolved they can request a meeting with the Chairperson to discuss the matter further. The Chairperson will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The Chairperson will write directly to the parent to advise of the final decision.

### **Staff Conflict**

- Approach the staff member for a discussion on the matter to try and resolve the issue (if needed, ask another member of staff to be present for support during the discussion).
- If the issue is not resolved, bring it to the immediate attention of the Director or Assistant. With consultation with both parties, an action plan will be devised. Some issues may need to be discussed with the Director immediately.
- If the staff member is still not happy with the discussion and outcome provided by the Director/Assistant, they may like to seek the assistance of either the Principal/Deputy Principal of Golden Grove Primary School or the Head of the Primary Campus, Pedare Christian College.