

TORRENSVILLE PRIMARY SCHOOL  
OUT OF SCHOOL HOURS CARE  
FAMILY HANDBOOK



**Hayward Avenue  
Torrensville  
South Australia 5031**

**Tel: 8354 0837**

**Fax: 8234 2491**

**Mobile: 0439 603 809 (emergency only)**

**Mobile: 0420 707 023 (emergency only)**

**Email: [alicia.flowers750@schools.sa.edu.au](mailto:alicia.flowers750@schools.sa.edu.au)**

**Director (certified supervisor): Alicia Flowers**

## **Contents:**

### **1. Our Philosophy**

### **2. Service Information**

- 2.1 Opening Hours
- 2.2 Fee Structure
- 2.3 Early Arrivals and Late Collection of Children
- 2.4 Torrensville Primary School Governing Council
- 2.5 OSHC Management Committee
- 2.6 Confidentiality

### **3. Enrolments and Bookings**

- 3.1 Licensed Places
- 3.2 Enrolment Processes and Forms
- 3.3 Orientation
- 3.4 Signing Children In & Out of OSHC
- 3.5 Authorised Drop-off and Collection Authorities
- 3.6 Making & Cancelling Bookings
- 3.7 Payment of Fees

### **4. Child Care Benefit (CCB) and Child Care Rebate (CCR)**

- 4.1 Priority of Access
- 4.2 Information about CCB and CCR
- 4.3 Inclusion Support

### **5. Health and Safety**

- 5.1 Accidents/Illnesses/Injuries
- 5.2 Anaphylaxis Policy
- 5.3 Asthma Policy
- 5.4 Medication & Administering medication
- 5.5 Infectious Diseases
- 5.6 Head Lice
- 5.7 Clothing
- 5.8 Sun Protection Policy
- 5.9 Evacuation Process

### **6. Contents (cont.):**

## **7. Food**

- 7.1 Lunches
- 7.2 Breakfast
- 7.3 Snack

## **8. Activities**

- 8.1 Programming
- 8.2 Inclusion
- 8.3 Toys from Home
- 8.4 Screen time
- 8.5 Homework

## **9. Behavior Management**

## **10. Grievances and Complaints**

- 9.1 Code of Conduct Children
- 9.2 Code of Conduct Parents
- 9.3 Code of Conduct Staff

# **1. Torrensville Primary School OSHC Philosophy**

**The Torrensville Primary School OSHC aims to provide a high quality service through providing an inclusive care environment where children feel valued, safe and supported to engage in and learn from meaningful activities with a focus on establishing positive, reciprocal relationships based on mutual respect.**

## **The Children**

At Torrensville Primary School OSHC the children are paramount to our work. We aim to provide children with opportunities to foster their self-worth and self-esteem. We recognise that children are individually unique and have the right to feel safe, secure and valued. We believe that children should have opportunities to learn through fostering their natural curiosity whilst also encouraging children to have 'down time' through rest and relaxation.

## **The Educational Program**

We recognise that children have different needs and levels of development therefore we provide opportunities for children to engage in structured and free play activities where they can learn and refine skills at their own rate, in their own time. We aim to provide an educational program based on the children's interests; therefore we consult children regularly and plan together to ensure that the program is tailored to nurture their social, emotional, behavioral and cognitive needs. In conjunction to this we aim to provide an inclusive and diverse program relevant to the children participating, taking into account their cultural, linguistic and family background.

## **Our Relationships**

The relationships at our OSHC setting are based on openness and mutual respect. Through providing a relaxed and positive environment where children are the focus of our work and interactions we hope to provide a place where children feel at ease to build meaningful relationships with the staff and their peers.

## **The Environment**

The physical environment at Torrensville Primary School OSHC is designed in such a way to ensure that the children have a sense of ownership and can feel at ease. We provide a visually stimulating environment that is safe and secure, valuing the safety and health of all children, staff and visitors.

## **Our Practices**

At Torrensville Primary School OSHC we collaborate and connect with a range of Children's Service bodies for guidance and expert knowledge in providing a high quality service. We believe that through connecting with and implementing certain practices of the Torrensville Primary School the children are provided with a care environment that is predictable, nurturing and consistent with their experiences at school. Through with services in the local community

## **Our Business**

At Torrensville Primary School OSHC we aim to meet the needs of families within the community by providing a convenient and cost effective child care service to support families during Out of School Hours and School Holiday periods.

## 2. Service Information

### 2.1 Opening Hours

Before School Care:	7.00am – 8.30am
After School Care:	3.10pm – 6.00pm
Vacation Care:	7.30am – 6.00pm
Pupil Free days:	7.30am – 6.00pm

### 2.2 Fee Structure

Registration Fee		\$5.00
Before School Care:	7.00am – 8.30am	\$11.00 per session
After School Care:	3.10pm – 6.00pm	\$22.00 per session
After School Care:	2.10pm – 6.00pm	\$24.00 per session
Vacation Care & Pupil Free Days:		
	7.30am – 6.00pm	\$55 per day
Vacation Care & Pupil Free Days:		
	<b>Casual bookings made with less than 7 days notice</b>	
	7.30am – 6.00pm	\$60 per day

NOTE: All incursion and excursion costs are included unless specified on the Vacation Care or Pupil free day program

Torrensville Primary School OSHC fees are reviewed annually and are subject to change with approval from the OSHC Advisory Committee and Torrensville Primary School Governing Council.

### **2.3 Early Arrivals and Late Collection of Children**

Early Arrivals: OSHC opens at 7am during term time and 7.30am on Pupil Free Days and during Vacation Care. An early fee applies when children are dropped off before our opening time.

Late Collections: OSHC closes at 6pm. A late fee applies when children remain after 6pm. The fee is \$10 per child/ for the first ten minutes, and \$1 per/minute/per child thereafter.

### **2.4 Management Committee**

The OSHC advisory committee oversees the operation of Torrensville Primary School OSHC. The committee includes a School Governing Council representative, a senior member of the school's teaching staff, the OSHC Director and no less than one parent of a child who attends the OSHC service. The OSHC Advisory Committee meets twice/term to discuss the oshc service operation. Parents are encouraged to join the advisory committee as it provides an opportunity for them to provide feedback and have an active voice in terms of how the service operated on in our school. Families can receive further information about being part of the OSHC advisory committee from the OSHC Director.

### **2.5 Torrensville Primary School Governing Council**

The Torrensville Primary School Governing Council is the approved provider of the Out of school hours care service, which is comprised of parents who have children attending the school, is the official Approved Provider of the OSHC service. The Governing Council are involved in the overall management of the service and are responsible for approving legislative, financial and staffing changes within the service. If a grievance with OSHC staff cannot be resolved the Governing Council Chairperson often becomes a mediator.

### **2.6 Confidentiality**

The OSHC Director, Assistant Director and all educators have access to a wide range of information. Please be reassured that ALL educators acknowledge and respect the right to privacy of our children, families, and staff, and will act in a manner which safeguards this. For further information please refer to our *Confidentiality Policy*.

## **3. Enrolments and Bookings**

### **3.1 Licensed Places**

Torrensville Primary School OSHC is approved for a limited number of child care places which is determined by the Commonwealth Government. If the service receives booking requests greater than our number of approved places then a waiting list is utilised or the booking is refused. The number of approved places is as follows:

Before School Care	60 spaces
After School Care	60 spaces
Vacation Care/Pupil Free Days	60 spaces

### **3.2 Enrolment Processes and Forms**

The enrolment process is the same for every family, however the forms associated with the enrolment differ depending on the child's age and health status and also on the time of year in which an enrolment is made. It is essential that the OSHC service have up-to-date information about the health and guardianship of children. It is a legal requirement that enrolment forms are completed for new attendances, and each year for returning children to refresh their information. In addition to this, a child can be refused enrolment if the family does not provide appropriate documentation and medication which is required for specific medical conditions. Please contact the OSHC Director to discuss the enrolment process and they will provide you with the relevant forms.

### **3.3 Orientation**

Children are more than welcome to visit the Torrensville Primary School OSHC service prior to commencing care with us. If you would like to organise a visit it is essential that you contact the OSHC Director to arrange an appropriate time. Families are required to stay with their child during an orientation visit. This orientation offers you and your child the opportunity to get to know our OSHC educators, meet other children and experience the routines that operate at our service.

### **3.4 Signing Children In & Out of OSHC**

It is a legal requirement that children are signed in when they are dropped off and signed out when they are picked up from OSHC. Failure to do so may result in your bookings being suspended or cancelled.

### **3.5 Authorised Drop Off and Collection Authorities**

The safety of your child/ren is of utmost importance to us. Consequently we will not permit your child/ren to be released in to someone else's care without written permission from the enrolling family member. It is the responsibility of the legal guardian to inform the Torrensville Primary School OSHC educators if someone different is collecting your child, even if you have provided written approval for this person.

A phone call will only suffice in an emergency, and then only by authority of the certified supervisor. If staff have not received this instruction we will not be able to release your child.

All children that are newly enrolled, or Reception and year one children are collected from outside their class room after school by an OSHC staff member.

## **4 Making bookings**

For the purpose of staff rostering and meeting OSHC license requirements. It is essential that children are booked in for the days they require care. Please talk to the OSHC Director or educators to organise bookings for your child.

Permanent bookings are on-going, recurring bookings. These bookings will continue until cancelled, in writing, by the family/guardian. We are able to do week-on week-off to assist in custodial arrangements, if requested. Please talk to the Director if this is something you may need.

Casual bookings are once-off bookings and are not on-going.

At the end of a term or year families will need to re book and permanent OSHC bookings.

## **5 Cancelling bookings**

### Before and After School Care

When child care has been booked but is no longer needed, it is essential that the booking is cancelled 24 hours before the preceding work day. Cancellations received after 3.10pm for the following day will be charged regular fees for their booking.

### Vacation Care

All vacation care cancellations will be charged full fee.

## **6 Payment of Fees**

Torrensville Primary School OSHC invoices families on a weekly basis (the week following the provision of child care). All invoices **MUST** be collected from the accounts folders in the OSHC room which are located next the sign-in book in the parents corner. All child care fees must be paid within **two weeks** of the invoices being produced. If a payment is not received within this time frame you will be sent a final reminder. Failure to pay your fees may result in refusal of care and the outstanding fee passed on to debt collectors.



## 4: Child Care Benefit (CCB) and Child Care Rebate (CCR)

### 7 Priority Of Access

All enrolments and vacancies will be identified and filled in accordance with the **Australian Commonwealth Government's Priority of Access Guidelines**. These guidelines are referred to when a service has a large waiting list and a number of parents/care givers competing for a limited number of vacant places.

These are:

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 *A New Tax System (Family Assistance) Act 1999*

Priority 3: Any other child.

Within each priority mentioned above, further priorities exist in each category. A copy of this is available in the OSHC Policy folder under 'Access to Service'.

### 8 Information about CCB and CCR

The Commonwealth Government assists families with the cost of childcare through the Child Care Benefit (CCB) and Child Care Rebate (CCR).

CCB is a payment made to the service on behalf of the family when a parent goes to work, when a child is in need of respite care, and for the developmental care for children whose parents are not in the workforce. CCB is means tested.

CCR is a payment made to help families with the cost of child care. Families meeting the work/training/study test can apply for CCR through Centrelink.

CCR covers 50% of out of pocket child care expenses.

Please contact Centrelink for more information, or talk to the OSHC Director.

### 9 Inclusion support

Children with disabilities and special needs are welcome and can be included in the program. Please advise the OSHC Director of your child's specific needs so that appropriate support can be arranged for their inclusion.

## **5: Health and Safety**

**Torrensville Primary School OSHC is a totally smoke free environment.**

### **10 Accidents/Illnesses/injuries**

Qualified educators are trained in first aid, and certified supervisors hold a Senior First Aid certificate. All educators on duty are trained in Emergency Asthma Management and Anaphylaxis Awareness. Children are not left unattended either inside or outside. Every effort is made to prevent any accidents from occurring, however an accident or incident should occur, our educators will take appropriate action.

If your child is ill or injured while at OSHC, an educator will administer first aid.

- An Educator will fill out an accident/incident report stating the time of the incident, injury and any first aid administered.
- Families/caregiver will be notified and the accident report will require the Families/caregiver or approved person's signature.

If your child becomes unwell while at the service, families/guardians will be notified and asked to make arrangements to have the child taken home or to seek medical attention. Your child will be made as comfortable as possible and will be separated from the other children until the families/guardian arrives. If you are unable to be contacted, we will notify your emergency contact person.

***NO PARACETAMOL WILL BE ADMINISTERED AT OSHC.***

Ambulance will be called in case of emergency, extreme illness or accident.

***PLEASE DO NOT SEND A CHILD TO OSHC WHO IS ILL.***

## **11 Anaphylaxis policy**

Families/guardians of a child at risk of anaphylaxis must:

- Inform educators, either on enrolment or on diagnosis, of their child's allergies.
- Provide OSHC with a completed anaphylaxis action plan and written consent to use the EpiPen/Anapen in line with this action plan and recent child photo.
- Provide educators with a complete EpiPen/Anapen kit in a named insulated bag.
- Regularly check the EpiPen/Anapen expiry date.
- Assist educators by offering information and answering any questions regarding their child's allergies.
- If the child's allergy status changes, notify the educators immediately and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child.
- Comply with the Centre's policy that no child who has been prescribed an EpiPen/Anapen is permitted to attend the service or its programs without that EpiPen/Anapen.

## **12 Asthma Policy**

Families /guardians of a child with Asthma must:

- Inform educators, either on enrolment or on diagnosis, of their child's asthma.
- Provide OSHC with a completed asthma management plan and written consent to use the spacer and puffer in line with this action plan and recent child photo.
- Provide educator with a complete asthma kit in a named insulated bag- to include spacer and puffer.
- Regularly check the puffer expiry date.

Torrensville Primary School OSHC is asthma aware and carries a spare spacer and puffer. If your child is suffering an asthma attack and does not have their medication (i.e. in the instance of a first time asthma attack) OSHC staff will follow the emergency asthma plan and administer asthma medication with a spacer to your child.

### 13 Medication

It is essential for OSHC to have up-to-date information about every child in regard to their health, diet, daily routine and physical condition. It is the responsibility of the parent/guardian to keep this information up-to-date.

### 14 Administering medication

If a child needs to take medication they are not allowed to administer it to themselves or keep it in their bag. Families must inform educator and hand medication over to educators. Educators will only administer medication to your child with the permission of the families/guardian. A Medical administration form must be signed and given to a certified supervisor.

Medication is checked by another staff member before being administered.

If you have any queries regarding this policy please contact the OSHC Director.

### 15 Infectious diseases

The OSHC policy on infectious diseases outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. Torrensville Primary School OSHC will ensure that the policy is practiced.

Torrensville Primary School OSHC will ensure that families will be notified of any infectious disease present at the Centre by use of a notice in the parent corner or on the door.

Children will be excluded from the OSHC program in accordance with appropriate legislation.

### 16 Head lice

A child found to have head lice will be separated from other children and asked to have their hair tied back or to wear a hat to prevent the spreading of the lice. The parents will be notified and asked to begin treatment.

A child found to have eggs will be asked to wear a hat in case of eggs hatching which will ensure prevention of spreading to others. Parents will be notified and asked to begin treatment.

A sign notifying parents/families that there has been a case of head lice detected will be placed in the parent corner.

### 17 Clothing/equipment

Please ensure your child is clothed properly and for the weather, especially on excursions. This includes suitable footwear. **No thongs or slip-on sandals.**

Please label all items of clothing. Torrensville Primary School OSHC does not recommend your child brings special items of clothing to OSHC.

**Children must not wear singlets, tank tops, or backless tops while in care. Children who don't have hats will be required to stay indoors or under shade outdoors**

*(See our sun protection policy for more information).*

## **18 Sun Protection Policy**

Our Sun Protection Policy has been developed to ensure that all children attending Torrensville Primary School OSHC are protected from skin damage caused by the harmful ultraviolet radiation (UV) rays of the sun as advised by the Cancer Council SA

The policy is effective between September and April and for all excursions. Children must wear an appropriate hat when outdoors, or will be required to play indoors. An appropriate hat is considered to be: broad brimmed; legionnaire; or bucket style hat with a minimum 5 cm brim. Children must wear their own hats and not share hats.

A hat and/or sunscreen must be worn for ALL excursions, regardless of the time of year.

We encourage families/Caregivers to supply Sunscreen SPF30+ as well, to ensure complete protection of your child/ran's skin during Sept-April inclusive. Broad spectrum water-resistant SPF 30+ sunscreen will be applied at OSHC at least 15-20 minutes before going outside. Sunscreen will be reapplied regularly (around 2 hourly) if outside for extended periods of time, or sooner if involved in water play

## **19 Evacuation process**

Evacuation procedures are displayed in the OSHC room by the exits and will be implemented in the event of any emergency in the Centre. If you hear whistle being blown, follow the direction of the nominated educator or certified supervisor in charge. At various times in the year we will practice our emergency drills.

## 6: Food

### **20 Recess & Lunches**

Children that attend Vacation Care or Pupil Free days are expected to bring their own recess each day and lunch unless specified on the program. As the school and the OSHC are **Nut Aware**, please **do not** provide your child with **Nuts** in their lunch boxes.

### **21 Breakfast**

Breakfast cereals, toast and fruit are available for children that attend Before School Care & Vacation Care that have not had breakfast. Torrensville Primary School OSHC provides healthy, nutritious cereals & bread, margarine, jam, vegemite, and fresh milk. Families are welcome to provide other breakfast food for their children if they wish.

### **22 Snack**

A snack is provided for the children each afternoon. This usually consists of a fresh fruit a vegetable platter followed by, sandwiches, savory biscuits, yoghurt, or pasta (please see our weekly menu for more information).

Due to allergies, students are unable to eat food brought from home or from their school bags, unless discussed with the Certified Supervisor prior to the occasion.

Please advise the OSHC Director if your child has special dietary requirements so we can accommodate this.

## 7: Activities

### 23 Programming

The Torrensville Primary School OSHC program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program, which will respond to children, families/caregivers and staff needs.

At Torrensville Primary School OSHC we value the input of children and families when planning the OSHC and Vacation Care program. The children are encouraged to provide their ideas and votes each week for the next week's program and for vacation care are provided the opportunity to make suggestions and requests for activities and excursions. Children are also given the opportunity to give feedback.

Torrensville Primary School OSHC takes part in a number of recreational activities. Photographs may be displayed in the centre, activity books and on our digital photo frame. Parents and children's feedback is encouraged and welcomed in this book.

Photographs assist us with future planning and also give children and families the opportunity to reflect on experiences, friendships and our day to day practice at Torrensville PS OSHC

### 24 Inclusion

Torrensville Primary School OSHC offers a non-discriminatory approach to programming, which is inclusive of all children. Consideration is given to culture, ethnicity, language, gender and ability when planning the weekly program.

The program responds to children's individual needs, interests and requests by providing a range of activities for all children attending the service. The children's program offers a balance of activities, is flexible, and provides for child-initiated activities. Children and parents/caregivers input is valued when Educators are preparing the program to ensure that it meets the needs of all concerned at all times.

Torrensville Primary School OSHC ensures that all children including those with additional needs are able to participate in the planned activities.

### 25 Toys from home

Torrensville Primary School OSHC **DOES NOT RECOMMEND** that children bring toys from home.

Torrensville Primary School OSHC takes no responsibility for any damage/loss caused to children's personal toys.

## **26 Screen time**

At Torrensville Primary School OSHC we limit screen time. Children are encouraged to be active, creative, crafty, social and take part in educational activities instead.

However we do, on occasion allow a dvd to encourage relaxation. Wii or computer time is programmed for children and is often used as a reward for the group.

## **27 Homework**

Torrensville Primary School OSHC encourages children to do their homework while in the OSHC facility, however it is not enforced. There is a homework table available, where the older year levels get priority. If you would like your child to do their homework while at OSHC please talk to the OSHC Director and we can add your child to the home work club.

# **8: Behavior Management**

Torrensville Primary School OSHC is committed to providing a positive environment for the children who attend our service. We encourage, praise and promote positive behavior from children, and staff model appropriate behavior towards children. When conflict arises we offer alternatives, and help children work out difficulties and understand positive ways of responding to negativity. It is the behavior that is not acceptable, not the child.

It is necessary however at times to correct or discipline children's behavior. Torrensville Primary School OSHC uses a time-out system, where children are given time to reflect on their behavior before an educator comes and talks to them. During the talk children are asked to think of alternatives to their behavior and offer an apology if required.

If a child's behavior is dangerous to others, or is consistently an issue, children can be suspended from Torrensville Primary School OSHC for a set time (usually 5 days). Families will be notified and asked to collect their child immediately and a re-entry meeting will occur before the child is allowed back to OSHC. During the meeting a behavior management plan will be set up so the child understands the correct behavior that is expected from them.

## 9: Grievances and complaints

The Torrensville OSHC service takes complaints about the service, its staff, educators, practices and procedures seriously. There are processes in place to ensure all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

### *The service will address complaints by:*

- Ensuring a clear, accessible and documented complaints procedure is made available to all families, educators/staff and children.
- Ensuring that the process is fair to all parties involved.
- Ensuring that complaints are dealt with promptly.
- Maintaining confidentiality.
- Maintaining records of complaints, processes and outcomes.
- Notifying the regulatory body of any complaint that alleges the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.

Where practical all grievances should be directed to the Nominated Supervisor of the Torrensville Primary School OSHC Service. The Nominated Supervisor, OSHC Director, will request that the grievance be put in writing. However, in instances where this is not appropriate a grievance can be raised with the School Principal which will then be followed up through a restorative meeting.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. When raising a concern staff, parents and children are expected to: treat each other with respect, courtesy and maintain confidentiality; raise the concern as soon as possible; provide complete and factual information; act in good faith to achieve an outcome acceptable to all parties; have realistic and reasonable expectations about the course of action required to resolve the concern.

CHILDREN	CAREGIVERS	STAFF
<ul style="list-style-type: none"> <li>• Arrange a time to speak to the person concerned</li> <li>• Let the person know what you consider to be your concern</li> <li>• If the grievance is not addressed let the person know you will be speaking to someone else</li> <li>• Arrange a time to speak to someone in the OSHC or school leadership team e.g. Director, Care Staff, Assistant Principal, Principal</li> <li>• Discussing your concern with your parents is an important part of this process</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange a time to speak to the person concerned</li> <li>• Let the person know what you consider to be your concern</li> <li>• If the grievance is not addressed let the person know you will be speaking to someone else</li> <li>• Arrange a time to speak to someone in the OSHC or school leadership team, e.g. OSHC Director, Assistant Principal, Principal. Your concern will be resolved ideally within 14 days.</li> <li>• If you are still dissatisfied you may direct concerns to the DECD Parent Complaint Unit 8443 7355. Governing Council chair person will make a final decision about the complaint and communicate this within 35 days</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange a time to speak to the person concerned</li> <li>• If the grievance is not addressed speak to your line manager and ask for their support in addressing the grievance by speaking to the person involved.</li> <li>• If the grievance has still not been resolved speak to someone in the school leadership team.</li> <li>• If you are still dissatisfied approach the DECD Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 84167333</li> </ul>

Further to this, under the Education and Care Services National Law, the nominated supervisor at the Torrensville Primary OSHC service has a legal responsibility to notify the Regulatory Authority of certain matters within a stated time frame. One of these matters is where a complaint is made in relation to either of the following:

- A complaint alleging that the safety, health or wellbeing of a child was or is being compromised
- That the law has been breached.

Complaints of this nature are to be identified at a site as 'notifiable complaints' and the Approved Provider must inform the Regulatory Authority within 24 hours. The following details are required in the notifiable complaint report:

1. Date complaint received
2. Complainant's name and contact details
3. Name of child/children to whom complaint relates (if relevant)
4. Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements)

5. Steps taken/actions planned by the site in response to the complaint.

As our service operates on a school site, the School Principal or Leadership Nominee, as line manager of the OSHC Director, will be informed when there are complaints. Further to this, as our service is managed by the school's Governing Council the Nominated Supervisor, School Principal, OSHC Management Committee and Governing Council must follow the DECD Parent Complaints Policy:

- [www.decd.sa.gov.au/policy/pages/OSPP/policy\\_index](http://www.decd.sa.gov.au/policy/pages/OSPP/policy_index); OR
- contact 1800 677 435, or email [DECD.ParentComplaint@sa.gov.au](mailto:DECD.ParentComplaint@sa.gov.au)

## **28 Code of Conduct Children**

### Children's rights

Socially interact in a safe environment

Be accepted, respected and valued as an individual

Be given a fair hearing

Attend OSHC & excursions safely and without harassment

### Children's responsibilities

Recognise and respect the rights of others

Accept, respect and value others as individuals

Respect all property

Express themselves in an acceptable manner

### Children's limits

We keep our hands and feet to ourselves

We respect other people and their belongings

We walk inside

We include others in our games

We inform staff when we need to go to the toilets

We play safely with other people

We use good manners and are polite when we speak

We ask for permission before touching or taking things

We respect our property as well as OSHC's property

## **29 Code of Conduct Parents**

Parents/caregivers do not have the right to speak to other children.

Parents/caregivers cannot discipline other children.

There will be no swearing, threatening or raised voices

## **30 Code of Conduct Staff**

Staff members have the right to ask any person to leave the premises if they or the children feel intimidated or threatened in any way

### Staff's responsibilities

To ensure the safety of all children and staff

Recognise and respect the rights of others  
Accept, respect and value others as individuals  
Respect all property  
To role model acceptable manners and behavior at all times