

TORRENSVILLE PRIMARY SCHOOL

OUT OF SCHOOL HOURS CARE

FAMILY HANDBOOK



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Our Philosophy

Beliefs

TPS OSHC Children have a right to feel happy, safe, relaxed and a sense of wellbeing and belonging. We believe that children should have opportunities to learn through play, recreation, and natural curiosity. OSHC is where children practice social skills when interacting with friends to develop knowledge and skills for citizenship. Children who become strong in their social and emotional wellbeing are resilient and confident learners. They can cope with day-to-day challenges and frustrations and are able to recognise and appreciate their own achievements, and those of others. Children are active participants in the OSHC program. Spontaneous and planned activities are led by children's interests and passions. Children are given every opportunity to succeed, and their diverse circumstances, cultural background and abilities are respected and valued. Children are competent capable learners who guide their own learning journey with the support of OSHC educators.

Goals

We aim to create an environment where children feel a sense of wellbeing and belonging and are therefore able to develop a sense of autonomy while spending time in OSHC. Educators will facilitate children's smooth transitions between home, school and OSHC. We aim to build self-esteem, scaffold their learning, and celebrate their achievements. Projects emerge based on children's interests and we facilitate a self-guided curriculum. The learning environment allows for physical play, quiet spaces and outside play giving our children the choice to decide. Children are supported to become environmentally responsible and engage in nature play and sustainable practices within the program.

Commitments

At TPS OSHC we respect the rights of the child, commit to providing an inclusive environment for all children and to close the gap between Indigenous and non-Indigenous Australians. Family connections are important to the wellbeing of children, and educators foster family relationships by respecting their languages and cultural identities. Educators role model positive language and social skills, focusing on care, empathy and respect while guiding children's play. We stay up to date with theories on education, brain development, health, and wellbeing. We will utilise the knowledge and unique skills of our Educator Team to provide a high quality and engaging child led program.

Aspirations & Intentions

We aspire to provide a space where children feel calm, comfortable, connected, and engaged with their peers and Educators while in our care. A place where children feel they are an active participant in the program. Our pedagogy recognises that our children's interests underpin our everyday practices. Educators develop meaningful relationships with children to understand their interests and motivations. We are calm, kind, and empathetic while supporting them to navigate their world. We aspire for Educators, children, families, and the wider school community to have a positive connection and we place children's safety, health, and wellbeing as paramount. Each child is respected without discrimination or bias and has a voice.

OUR PEDAGOGY

At TPS OSHC

We strive to provide children a nurturing HOLISTIC ENVIRONMENT where they feel free to explore their worlds and identities. Educators aim to build children's self-esteem through scaffolding learning and celebrating achievements throughout all areas of our program. Projects are not planned in advance; they emerge based on children's interests in a self-guided curriculum. The Reggio Emilia Approach is a pedagogy described as student-centred and constructivist utilising self-directed, experimental learning in a RELATIONSHIP DRIVEN ENVIRONMENT.

The Environment as the Third Teacher:

'The environment is recognised for its potential to inspire'. Open spaces are free from clutter where every resource is considered for its purpose and every corner is ever evolving to encourage children to delve deeper into their interests.

The space respects children as capable by providing them with authentic materials and tools. The children and adults work collaboratively to care for the space. For example, children are encouraged to be involved in the Garden to Kitchen program where food is sourced from the garden and included in our afternoon tea menu.

The Educator as the Mentor and Teacher:

Our role as Educators is to observe the children, actively listen to their questions and stories, discover what interests them and provide opportunities for them to explore these interests deeper. This allows the children to be flexible in their plans and Educators to be flexible in our preparation and teaching approaches.

Wellbeing and Celebrating Diversity:

Educational leader and the OSHC team support the development of children's social and emotional wellbeing as well as their health and physical wellbeing. Social and emotional wellbeing is facilitated through provision of sensory tools to assist in emotional regulation, discussing emotions, responses to events, emotional regulation and self-control and supporting children's decision making and efforts. Access to physical activities such as sports and group games, resources to develop fine and gross motor skills and the promotion of healthy lifestyles and nutrition through conversation and routines are ways Educators facilitate children's health and physical wellbeing.

We welcome children, families and the community and celebrate the cultural diversity of Torrensville Primary School. In line with school values of connecting learning, life and land the OSHC is positive environment that connects children to our community. Educators provide opportunities for children to explore and celebrate the diversity of cultures and social identities. We facilitate this through books, songs, and learning about a variety of cultural celebrations. Our OSHC works collaboratively with the school and wider community to support reconciliation in order to deepen relationships and improve service delivery.

PHYSICAL PLAY

When children are playing, they are learning reflexes and movement controls, developing coordination and fine and gross motor skills, and increasing flexibility and balance skills.

Children's physical play at TPS OSHC includes skateboarding (supervised and risk assessed), skipping and hula hooping to music, organised group games and sports, nature play and playground fun. Physical play assists in the development of fundamental movement skills, which are important in staying active later in life. Children are also encouraged to get involved in 'Loose Parts Play' using their creativity and cognitive thinking to work together to create working structures and often includes dramatic play.

We utilise the playground, oval, outside the OSHC room, garden, and gym for various physical activities. During Vacation Care, planned activities and excursions include obstacle courses, tree climbing, rock climbing, water activities and sports clinics.

MUSIC AND ARTS & CRAFTS

Research has proven that when we listen to music we like, our brain releases dopamine, a 'feel-good' neurotransmitter.

At OSHC, we want children to discover the magic of music and calming sensation that can be experienced through music. Music also enables children to develop their listening and social skills, fine motor skills and increases mood. We have a variety of musical instruments the children can use including drums, guitars, keyboard, ukuleles, xylophones, and percussion. These instruments provide children with the opportunity to experiment and use their creativity to make music and different sounds. Our program also offers a Music Club (ran by an Educator) where children learn about elements of music, different music styles and how to play specific instruments.

The ability to create is vital to the success of our children and the well-being of our world. TPS OSHC values the importance of the arts in our program.

Children have the opportunity to facilitate their own learning, develop their literacy and numeracy, and channel their creativity through open-ended craft activities and materials. These include natural and recycled materials, various art mediums and craft utensils. During Vacation Care and OSHC, planned activities are provided using more resources and Educators role model their own creative thinking. Educators scaffold children's learning to help them achieve their own goals.

SUSTAINABILITY, VEGGIE AND NATIVE GARDEN

Developing a love of nature can implement the way children view the world around them and the food they eat. Children can learn to enjoy fresh foods and see the benefits they provide to our lives.

Children engage in sustainable garden practices including decision making, planting and maintenance. Children plant, harvest, cook and share the garden produce with their OSHC friends. They learn the importance of eating well, what good food tastes like and where it comes from. Children can discover and identify their favourite scents and tastes in the herb garden. The sensory garden provides children with the resources to use in sensory and role playing games, creating different potions and concoctions.

Children learn to care for the small creatures that live in amongst our garden beds and enjoy creating homes for the snails and bugs they find.

SENSORY PLAY

Sensory exploration is a child's way of examining, discovering, categorising, and making sense of the world.

Sensory activities are embedded in our program. Experimenting with TOUCH, TASTES, SMELL, SIGHT and SOUND. These activities include mud play, making slime, Kinetic sand, magnet play, clay and Playdoh, nature play, painting, rolling toys, physical activities, musical activities, gardening, and cooking.

At OSHC we have a variety of sensory tools openly available for the children to use to regulate their emotions or refocus during group-time. These sensory tools are used with the support of Educators who discuss emotions, and responses to events in order to support children to self-regulate (or co-regulate, if required). TPS OSHC work in tandem with the school in implementing 'The Zones of Regulation' into our program.

TECHNOLOGY & STEM

STEM is an interdisciplinary form of learning that teaches children about the world around them. Technology can be used as a tool to enhance learning.

STEM activities are hands-on experiences and exploration-based learning, both of which are prominent features of program. Children are able to engage in open-ended STEM activities including Brain Box, magnetic shapes, building blocks, woodwork (10+ activity), marble run, making slime, and creating paper planes. STEM activities provides children the opportunity to develop problem-solving skills, resourcefulness, patience, curiosity, and creativity; skills children require in our changing and evolving world.

Technology allows children to increase their access to learning opportunities. Our OSHC program offers a Homework Club, where children have access to school laptops to complete homework tasks and other learnings. Children are able to practice reading comprehension, mathematics, and digital competencies through this aspect of our program. Devices are used in accordance to previously agreed upon rules and expectations (negotiated between the school, children and Educator).

2. Service Information

2.1 Opening Hours

Before School Care:	7.00am – 8.30am
After School Care:	3.10pm – 6.00pm
Early ASC:	2.10pm – 6.00pm
Vacation Care:	7.30am – 6.00pm
Pupil Free days:	7.30am – 6.00pm

2.2 OSHC Fees

Registration Fee	\$15.00
Insulated Medical Bags	\$20.00

Permanent bookings & all bookings made with more than 7 days' notice

Before School Care:	7.00am – 8.30am	\$17.00 per session
After School Care:	3.10pm – 6.00pm	\$28.00 per session
Early ASC:	2.10pm – 6.00pm	\$30.00 per session
Vacation Care:	7.30am – 6.00pm	\$67.00 per day
Pupil Free Days:	7.30am – 6.00pm	\$67.00 per day

Casual bookings made with less than 7 days' notice

Before School Care:	7.00am – 8.30am	\$19.00 per session
After School Care:	3.10pm – 6.00pm	\$32.00 per session
Early ASC:	2.10pm – 6.00pm	\$34.00 per session
Vacation Care:	7.30am – 6.00pm	\$72.00 per day
Pupil Free Days:	7.30am – 6.00pm	\$72.00 per day

Bookings made on the day

Vacation Care:	7.30am – 6.00pm	\$77.00 per day
Pupil Free Days:	7.30am – 6.00pm	\$77.00 per day

NOTE: All incursion and excursion costs are included.

Conditions apply, unless specified on the Vacation Care or Pupil free day program.

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

2.3 Early Arrivals and Late Collection of Children

Early Arrivals: OSHC opens at 7am during **term time**.

7.30am-6.00pm on Pupil Free Days and during Vacation Care (full day care).

OSHC opening hours reflect our license and compliance to the national quality standards.

Children are not to be left un-supervised by families or guardians before opening hours

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.

A phone call to the OSHC on 8354 0837 to notify of late pick up is greatly appreciated.

2.4 OSHC Advisory Group

The OSHC Advisory Group oversees the operation of Torrensville Primary School OSHC.

The group includes a School Governing Council representative, a senior member of the school's teaching staff, OSHC Director and no less than one parent of a child who attends the OSHC service. The OSHC Advisory groups meets twice/term to discuss the OSHC service operation and best. Families are encouraged to join the advisory group, as it offers the opportunity to provide feedback and contribute to the OSHC within our school. Families can receive further information about joining the OSHC advisory group from the Governing Council and School Principal.

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. The governing council are the employer of OSHC educators and is comprised of volunteer families who have children attending the school.

The Governing Council are the Approved Provider and work closely with school leadership and OSHC Director supporting the management of the service. Governing Council 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 determined by the Commonwealth Government. If the service receives booking requests greater than our number of approved places, a wait list is utilised or the booking is refused.

The number of approved places is as follows:

Before School Care	80 places
After School Care	80 places
Vacation Care/Pupil Free Days	80 places

(Please be aware **limits** are set on our approved places due to risk assessments, staff availability and excursion logistics).

3.2 Enrolment Process

The enrolment process is the same for every family. Families are required to complete the Fully Booked online enrolment registration, please see link below:

<https://torrensvillesoshc.fullybookedccms.com.au/family/login>

Once you have enrolled please call the OSHC on 8354 0837 to discuss your further.

All OSHC accounts, bookings and cancellation are managed by families through the Fully Booked software. However, the documentation associated with the enrolment differ depending on the child's age and health status and time of year in which an enrolment is made. It is essential that the OSHC service has up-to-date information about the health and guardianship of all children.

Enrolment is a legal requirement. All required documentation is required before a child can attend OSHC. Families must update children's health information yearly. 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. Families are responsible for maintain their payment details within fully booked. Failure to do this may incur additional fees from Ezi-Debit.

3.3 Orientation

Families and children are welcome to visit the Torrensville Primary School OSHC service prior to commencing care with us. If you would like to arrange 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 see the OSHC environment and meet the OSHC educators, meet children and experience the routines at our service.

3.4 Signing Children In & Out of OSHC

The Fully Booked electronic sign in and out is simple and sustainable. Once you have enrolled, we can assist with sign out. 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. If you have any problems with electronic signing in or signing out, please speak to one of our friendly educators for support. Sign in and out is back within the service since the Covid-19 restrictions changes. OSHC educators will assist families with signing in or out.

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 or notification 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. Please call the oshc on 8354 0837 to inform us. OSHC Educators will ask for identification for all new people picking children up from OSHC.

3.5 Authorised Drop Off and Collection Authorities

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.

Families must ensure they communicate to OSHC educators by phone call if an emergency contact or another person is pick up a child from OSHC. Anyone who isn't known to OSHC educators will be asked to present identification upon pick up.

All children that are newly enrolled in foundation, year one and year two's are added to the daily OSHC pick up list, reminded and collected from outside their class room after school each afternoon by an OSHC educator.

3.6 Bookings

All bookings can be made by logging into your Fully Booked account and using the booking calendar. First Families will need to select the child's name and care type above the calendar. Secondly families will need to select the dates on the calendar. The date will appear **Orange** then **Green** once you select the date. Once dates are selected and appearing **green** on the calendar, please press next at the bottom of the screen and confirm on the next screen. Please see the photos below.

Casual bookings are once-off bookings that are not on-going. Families can casually book before and after school care by logging into their Fully Booked account. If the session is closed and you can't book on the calendar please call the OSHC on 8354 0837.

Vacation care bookings can be made by logging into your Fully Booked account and using the booking calendar. Vacation Care programs are available in Week 7 each term and Week 6 in term 4.

Families manage their own bookings in the Fully booked software. By booking into vacation care you are giving permission for your child to attend the Torrensville Primary School OSHC and take part in the activities described on the program. All activities are programed and suitable for school aged children.

For staff rostering and meeting OSHC licensing requirements, it is essential that children are booked in for the days you require care.

Cancelling of bookings

Before and After School Care

Cancellations can be made by logging into your Fully Booked account. When child care has been booked but is no longer needed, it is essential that the bookings are cancelled **24 hours** before the preceding work day. Cancellations not received within 24 hours notice you will be charged for the session. Our cancelation parameters are set in Fully Booked and automated.

Vacation Care

All vacation care cancellations will be charged and recorded as an allowable absence. If a day is booked out your children can be placed on a waiting list. OSHC administration during vacation care can be limited and we will notify you if a place becomes available. Second buses are only arranged for excursions if there are 14 children on the wait list (conditions apply).

3.7 Payment of Fees

OSHC statements are available for families by logging into your Fully Booked Account.

All OSHC accounts are set up for direct debit through Ezi debit.

After a week of care OSHC statements are prepared and scheduled for direct debit the following Wednesday.

Fully booked account holders are responsible for updating payment details, credit card numbers and bank account details. Account holders may incur additional fees for having insufficient funds.

All OSHC fees are to be paid weekly.

Failure to pay your fees may result in refusal of care and the outstanding fee passed on to debt collectors.

Payment plans can be arranged by contacting the OSHC director on 8354 0837.

4: Child Care Subsidy (CCS)

4.1 Information about Child Care Subsidy (CCS)

The Commonwealth Government assists families with the cost of childcare through the Child Care Subsidy. CCS is tested on family's employment activity and income.

CCS is an estimated payment (discount) applied to your child care fees. The discount is deducted from your OSHC account. Families are pay the gap fee after discount is applied. The CCS discount is determined by family information reported in MyGov.

Activating CCS at OSHC

If your family are not registered with Centrelink you will need to apply customer reference number (CRN) via Centrelink / MyGov.

To enroll for OSHC you will need to create your account using the Fully booked software online. Include the following details enrolling family / guardian and child / children, full name, date of birth and CRN (Centrelink customer reference number). Once the enrolment is complete, families will then need to make a booking into OSHC via the fully booked calendar.

Once the OSHC booking is made by the enrolling families, enrolment information will be sent from Fully Booked software (CCMS- Child Care management system) to MyGov.

Please log into MyGov to check your childcare subsidy (CCS) status and to confirm the enrolment for Torrensville Primary School OSHC by agreeing to the complying written agreement (CWA).

If families don't agree to the CWA, the CCS discount will not be processed and families may need to apply again.

Any "Ceased Enrolments" will require you to contact Centrelink.

All OSHC enrolments will "Cease" if OSHC is not utilised within 12 weeks of the last session of care.

4.2 Additional Child Care Subsidy (ACCS)

Families must be eligible for Child Care Subsidy and need to be 1 of the following:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse or neglect.

Families eligible for Additional Child Care Subsidy (ACCS) will need to provide formal letters to the service in the from supporting agencies and or Department for Child protection. The ACCS request letters will be submitted by the OSHC Director on the Provider Entry Point (PEP) for approval. Applications can take up to 6 weeks for approval.

4.3 Inclusion support & Intervac funding

Inclusion support grants are applied for by the OSHC Service. Eligibility criteria will be assessed and funded by the Commonwealth Government. Children with disabilities, higher care needs and from diverse backgrounds are welcomed to Torrensville Primary School OSHC. The service may need to apply for additional funding to support your child within our care environment. This is a lengthy process and requires families to supply formal documentation from a medical practitioner. In the mean time the OSHC can apply for intervac funding through the department for education to assist with supporting your child at OSHC, conditions apply.

Please advise the OSHC Director of your child's specific needs so we can arrange a meeting. This will assist us in planning for appropriate support and ensure a positive transition and setting children up for future success

5: Health and Safety

Torrensville Primary School OSHC is a totally SMOKE FREE environment.

5.1 Accidents/Illnesses/injuries

Qualified educators are first aid trained and the "responsible person" each day holds a current Provide and first aid in educational and care setting HLTAID0012 and CPR HLTAID009 certificates. All qualified educators on duty are trained in Emergency Asthma Management and Anaphylaxis Awareness. Children are supervised by the OSHC team during inside or outside activities. Every effort is made to prevent accidents from occurring, however if an accident or incident should occur, the OSHC 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/accident injury and any first aid administered.
- Families/Guardian will be notified, and the accident report will require the Families/Guardian or approved person's signature.

If your child becomes unwell while at the service, families/guardians will be notified and asked to have the child picked up from OSHC 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 UNWELL TO OSHC

5.2 Medical Conditions at OSHC

HEALTH CARE PLANS IN OSHC

Children with a diagnosed health condition must have a current Medical Management Plan, medication labelled by the pharmacist, in date, names corresponding with medical documents, medication record forms (if medication is to be administered at OSHC) are completed to attend service (to meet Regulation 90 in the Education and Care National Regulations).

Three Plans must be completed before bookings can be made:

1. **Medical Plan** (completed by medical practitioner)
2. **Risk minimisation plan** (completed by family & service)
3. **Communication plan** (completed in service by OSHC staff)

If your child needs medication to be administered during OSHC for a short term minor health condition (e.g. antibiotics) for 1 week or less, please contact service Directors and complete the Medication Agreement and Medical Record before your child attends OSHC.

MEDICAL PLAN must:

be completed in full and signed by a medical practitioner.

Include a start and review date

The child's photo, name, date of birth

Be uploaded to child's Fully booked account (when completed, contact service to approve documents)

Reminders of upcoming review date are sent by email (if you have Fully booked notifications on)

Be updated after review date has expired with a new plan

If medication is to be administered during OSHC sessions the service also requires:

- a Medication Agreement must be completed sessions

- A Medication Record (family and service) with specific details (dates, times etc.) for service to administer medication during OSHC sessions

RISK MINIMISATION PLAN must:

be completed by Family/Care Giver and OSHC Director – Contact OSHC to arrange time to complete RMP

be uploaded to child's Fully booked account, (contact service for Directors to approve documents)

be reviewed regularly

reminders of upcoming review date are sent by email (if you have Fully Booked notifications on)

MEDICATION REQUIREMENTS:

(prescribed, over the counter, complimentary medicines)

Medication will be stored in insulated medication storage bags at a cost of \$20- charged to family Fully booked account.

Must be labelled with a pharmacist medication label (including child's name corresponding with Medical Plan, instructions for administering medication).

Must not be expired.

A Medication Agreement must be completed by parent or caregiver if medication is to be administered while attending OSHC.

- not required if listed in an Asthma Care plan, Diabetes Action & Management Plan, INM Medication Agreement or Anaphylaxis/Allergy Action Plan.

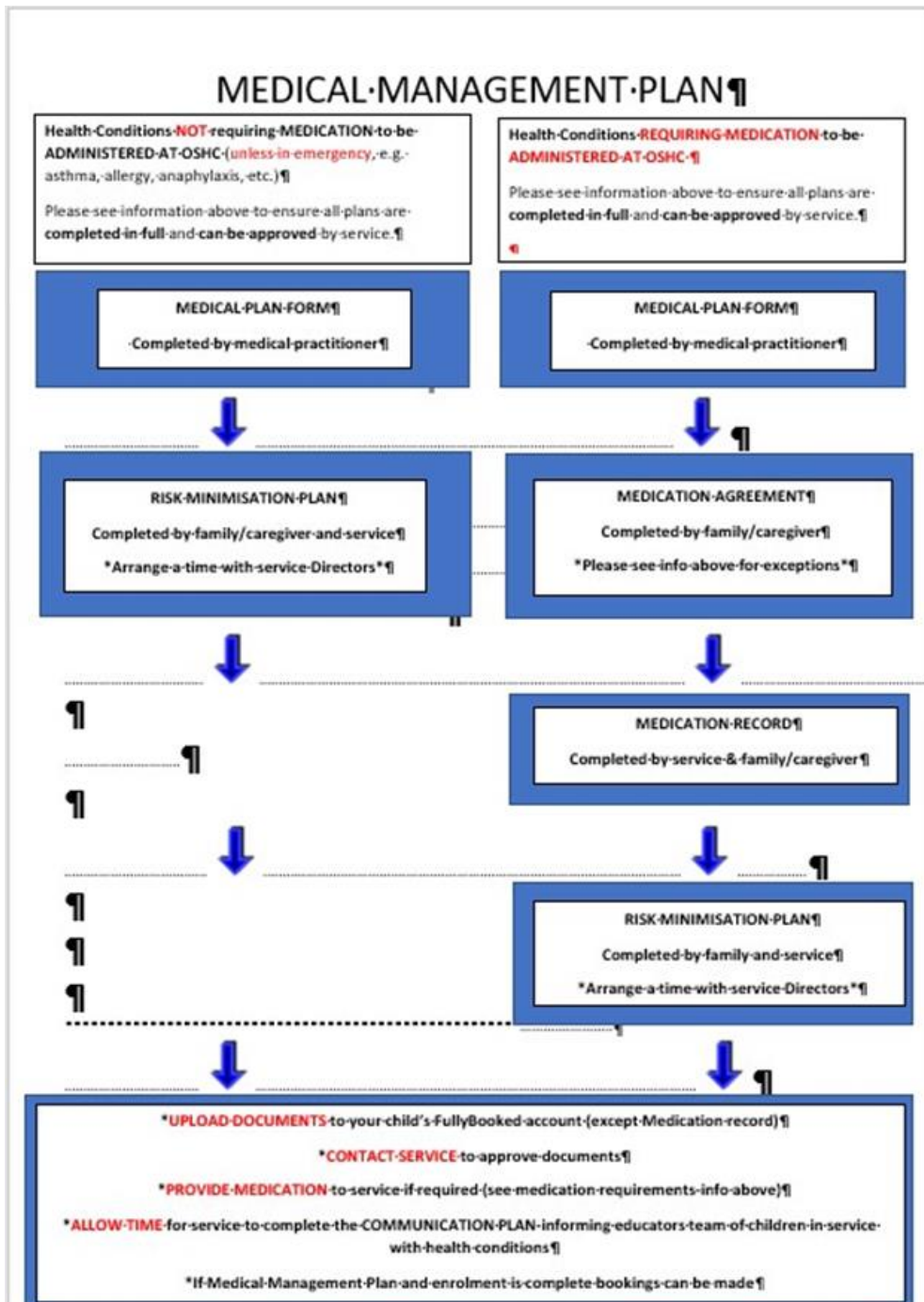
- If Controlled Schedule 8 medication, oxygen, insulin, pain relief (e.g. paracetamol or Ibuprofen to be administered for longer than 72 hours) is needed to be administered during OSHC, a medical practitioner must complete the Medication Agreement.

A medication record must be completed by parent or caregiver & service specifying details for administering their child's medication during OSHC sessions.

COMMUNICATION PLAN:

Directors will communicate children's Medical Management Plans with TPS OSHC Educators before children are able to attend the service to provide responsible, quality care for your child.

All health care planning proformas and information are available from OSHC page on our school website: <https://torrensvps.sa.edu.au/oshc/disability-and-medical-management/#main>



5.3 Disabilities at OSHC

DISABILITY MANAGEMENT

Children with additional needs and disabilities (e.g. Autism, ADHD etc.) can participate successfully in OSHC but an additional educator might be required to meet their needs. Please provide the service with a document from a health professional stating your child's disability diagnosis. This will assist us to care for your child as well as gain Inclusion Support Funding to increase educator to child ratios in the service. We will then ask you to complete a Risk Minimisation Plan to best care for your child. Please update information shared with service when your child's needs change.

If your child has a disability please provide:

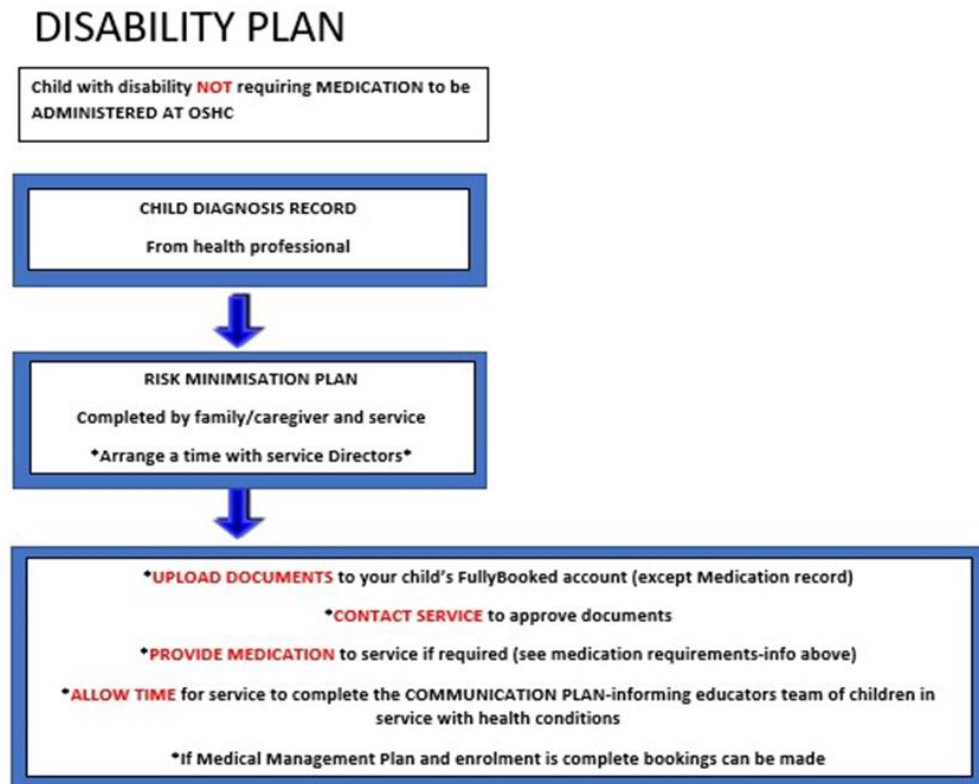
A diagnosis document from a treating Health Professional (letter, assessment, plan etc. stating the child's disability-NDIS plans can also be used).

Complete a Risk Minimisation Plan- arrange a time to complete with Directors of service

Upload both documents to your child's Fully booked account

If your child requires medication to be administered during OSHC, the three plan Medical Management Plan must be completed (as described above)-including a Medication Agreement, Medication record and medication labelled and stored correctly.

Allow time for the service to complete a COMMUNICATION PLAN informing staff of children's disability needs.



5.4 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 procedures are carried out and put into practice.

Torrensville Primary School OSHC will notify families of any infectious disease present at the OSHC by use of the close Facebook group-Torrensville PS OSHC- Community notice board, signage on the OSHC main building, email and occasionally Class Dojo app if required. Children will be excluded from the OSHC program in accordance with appropriate legislation.

5.5 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. Families 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. Families will be notified and asked to begin treatment.

A sign and notification will be placed outside of the OSHC room and on the Closed Family Facebook group if there has been a case of head lice detected. This information is to support the community in keeping children healthy.

5.6 Clothing

Please ensure your child is properly clothed and for the weather, especially on excursions. This includes suitable footwear. **No thongs or slip-on sandals.** Rashly swim tops or a t-shirt for swimming must be provided for all students for all aquatics activities at OSHC.

Hats, OSHC children are required to wear appropriate sun protecting hats at OSHC. No hat will result in no play outside if the uv index is above 3.

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

The OSHC does not have spare clothes for children if an accident is to occur. If a child has an accident and needs to be changed a

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

5.7 Sun Protection Policy

The Torrensville Primary School OSHC is an approved SunSmart service.

The OSHC provides a balanced approach to ultraviolet radiation exposure. This approach will follow the current scientific advice on UV exposure and provide children and educators with the opportunity for safe and protective UV exposure related to the UV index and will be seasonal in nature. The service will act to ensure the appropriate level of UV exposure by:

- Encouraging the use of sun-smart techniques as outlined in the Cancer Council SA Sun Smart policy.

- Accessing the current predicted UV index on the Sun Smart App.
- Encouraging the use of a combination of sun protection strategies when the UV index is 3 and above.
- Encouraging safe levels of exposure when the UV index is below 3.
- Requiring educators to model good sun-safe practices.
- Encouraging children to take responsibility for their own sun protection.
- Providing an environment that allows children and educators to access areas of both sun and shade.
- Ensuring families, educators and staff are informed about the service's sun-smart policy.
- The Torrensville Primary School OSHC will provide SPF 50+ broad spectrum sunscreen for children who attend the service.
- Friendly reminder if your child has sensitive skin please provide sunscreen each day they attend OSHC.
Friendly reminder please pack your child a spare bucket or legionnaires hat in their bag for OSHC each day. Many children are required to leave hats in the classroom.

5.9 Evacuation and Lock in procedures

Evacuation and Lock In 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 a whistle being blown, follow the direction of the qualified educator or certified supervisor in charge.

Throughout the year evacuation and lock in procedures will be practiced. This is to ensure all staff and children are aware of the procedure and can provide best practice in the event of needing an evacuation or lock in.

6: Food

6.1 Fruit/ Veggie snacks & Lunches

Children who attend Vacation Care or Pupil Free days are expected to bring their own **fruit / veggie snacks** and LUNCH each day.

When **"Lunch is on us"** is published on the program children are catered for and part of the shared lunch. If choose to bring their own lunch, they will not be part of the lunch is on us.

Torrensville Primary School and the OSHC are **Nut Aware**, please **do not** provide your child with **Nuts** in their lunch boxes.

6.2 Breakfast

Breakfast is available for children that attend Before School Care & Vacation Care for all children. Torrensville Primary School OSHC provides healthy, nutritious cereals, bread, toasties, margarine, jam, vegemite, and fresh milk. Families are welcome to provide other breakfast food for their children if they wish. Breakfast is served from 7am-8.20am in Before School Care and 7.30am – 8.20am during Pupil Free Days and Vacation Care.

6.3 Afternoon tea snacks

Every day at Torrensville Primary School OSHC we provide an afternoon tea snack for all the children. This usually consists of a fresh fruit and vegetable platter followed by sandwiches, savory biscuits, pizza toast, or pasta (please see our weekly menu for more information).

Due to allergies, students are unable to eat food brought from the class room, home or from their school bags unless discussed with the responsible person at OSHC.

Please update your Fully booked child profile to advise the OSHC if your child has dietary requirements so we can best accommodate.

Torrensville Primary School OSHC menus are planned with guidance from the Right Bite Food and Drink supply standards of South Australia.

7: Activities & Play based learning

7.1 Programming

The Torrensville Primary School OSHC 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 interests. Please refer to the Torrensville Primary School OSHC Pedagogy.

At Torrensville Primary School OSHC we have a holistic approach to our program. The OSHC program is designed using the principles of the My Time Our Place School aged education and care Framework volume 2 (MTOP V2).

We see the Torrensville Primary School OSHC as an extension of the home. We value the input of children and families when planning the during the term and Vacation Care. All children are encouraged to provide feedback, ideas and contribute to service goals. As a group we take votes, hold open discussions, offer children a voice, choice and the OSHC letterbox for suggestions and feedback. Vacation Care provides children the opportunity to extend on their learning, interests, social development, and wellbeing as we have full days to do so.

At Torrensville Primary School OSHC we part in many recreational activities which include incursions and excursions. Photographs may be displayed in the OSHC room and occasionally in the school newsletter. We produce photo books for children to see and reflect.

Educators take learning observations of all children at OSHC. This information is used for the OSHC learning stories. OSHC learning stories are completed on One child software and displayed in service. We don't publish children's photos online.

Photographs taken by OSHC educators are for our planning and reflection cycle. These images assist give children and families the opportunity to reflect on experiences, friendships, and our day-to-day practice at Torrensville PS OSHC.

The Torrensville Primary School OSHC will survey children and families via a digital survey to gather data on a variety of OSHC topics.

At Torrensville Primary School OSHC we are active in the OSHC sector. We often take part in action research to improve outcomes for children and educators in the wider sector.

7.2 Inclusion & Diversity

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 at OSHC.

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 encourages child-initiated activities. Children and family input is valued preparing at OSHC. Torrensville Primary School OSHC ensures that

all children including those with disabilities and additional needs encouraged to participate in the planned activities.

Our OSHC goal for 2024 will be to prepare a reconciliation action plan (RAP) to further our cultural awareness of our first nation's custodians.

7.3 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.

7.4 Screen time

At Torrensville Primary School OSHC screen time is utilised for relaxation. Children are encouraged to be active, creative, crafty, and social. Making friends and taking part in educational activities, and exploring their interests. However, we do allow a movies or TV series to be viewed at oshc. This encourages relaxation, especially after a big day in the class room towards the end of term or after excursion. I pads and laptops times are programmed for our mostly our 10+children and is often used as a homework tool or opportunity if the weather doesn't permit outdoor play.

7.5 Homework Club

Torrensville Primary School OSHC have set up "Homework Club" for children. The opportunity to joining homework club is offered once per week between 3.30pm – 4pm held by an OSHC educator in the library, the educator will supervise and guide children to stay on task. OSHC educators will not complete children's homework for them. Homework club is available for year 3-6 children who are independent learners. Individual readers will not be part of homework club. Children can choose to be part of homework club by adding their name to the weekly list in the OSHC room.

7.6 10+ Club

Torrensville Primary School OSHC have set up a "10+ Club", this group of children consists of children who are 10years and older (ONLY). The aim of the 10+ club is to give our older cohort of children the opportunity to have more independence, become a recognized responsible members of the school community and develop leadership skills within the OSHC group. The 10+ group are capable of many great things such as signing themselves into oshc, preparing their own afternoon tea on occasions, contributing sustainability in the school, and are rewarded with exclusive 10+ excursions during vacation care. The 10+ OSHC group are guided by educators and have a common expectation to be kind to others and help all our friends. By working together to help educators to ensure the OSHC is cool, well maintained and fun.

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 educators model appropriate behavior towards children. When a conflict arises, we offer alternatives to help children regulate and discover ways to work out difficulties. We do this by listening, responding with understanding and care.

It is necessary however at times to correct or guide children's behavior to ensure they are being safe and the whole group isn't being put in a risky situation.

Torrensville Primary School OSHC uses separation techniques for children to have time to reflect on their behavior before an educator has a discussion with them. During the talk children are asked to think of alternatives to their behavior and offer an apology if required. Educators often re-direct behavior for some children before their behavior becomes a problem. Tools such as timers, specific programmed activities and choices are explained and offered to children daily.

If a child's behavior is dangerous to others, or is consistently a safety risk, children can be suspended from Torrensville Primary School OSHC for a set time (This will be discussed with school leadership). Families will be notified and asked to collect their child immediately and a re-entry meeting will need occur before the child is able to re-enter the OSHC service. During the meeting a behavior management plan will be set up so the child understands the standard of behavior needed at OSHC and how important safety is at OSHC for all children and educators. We may look at additional funding to increase educator supervision through intervac or inclusive support.

9: Complaints & Grievances

BACKGROUND

An effective complaints and grievance management system confirms to educators, staff members, children, families, and the community that complaints and grievances are taken seriously and investigated promptly and thoroughly.

The principles of natural justice and procedural fairness will be applied when managing complaints. Our service has come to an agreement that if a complaint cannot be resolved by following the in-service and school based complaint and grievance procedures, highlighted in section 4 of this policy, then we advise that parents and guardians contact the DECD Parent Complaint Department, the DECD OSHC Department, the Education and Care Service Ombudsman, or the SA OSHC Regulations Authority.

Under the Education and Care Services National Law, the Approved Provider has a legal responsibility to notify the Regulatory Authority of certain matters within a stated time frame, of these matters is when 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 team are line manager of the OSHC Director and will be informed when a complaint arises. The Governing Council is the approved provider of OSHC, therefore the Governing Council Chairperson, School Principal, OSHC Advisory Group must follow the Department for education policy outlined:

<https://www.education.sa.gov.au/policies/shared/complaint-management-policy>

<https://www.education.sa.gov.au/docs/ce-office/complaints-and-feedback/raising-a-complaint-with-department-for-education.pdf>

OR by contacting the Department For Education:

Phone: 1800 677 435

Email: education.complaints@sa.gov.au

POLICY STATEMENT

The Torrensville Primary School OSHC service takes complaints about the service, it's 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.**

1. LEGISLATION AND STANDARDS

Regulations	National Quality Standard	Related Policies and Documentation	Other Legislation and Guidelines
168	7.2	Employee Handbook	Children's Services Award 2010
173	7.3	Family Handbook	Privacy Act 2010
176			

THE POLICY

General

- The Complaints and Grievance Procedures Policy will be made available to families through the family handbook given to families on enrolment. The service's policy document will also contain the Complaints and Grievance Procedures Policy and procedures and will be available to families at the service.

- Educators and staff will access the Complaints and Grievance Procedures Policy and procedures through the policy documents and [educator & volunteer handbook](#) issued on employment and whenever an updated version is issued.
- Children will access the complaints procedure through conversations with educators, clearly displayed posters at the service and through discussions with families. Service staff managing complaints must be aware that there may be situations where a conflict of interest arises, and action may need to be taken to manage such situations.
- Complaints can be made in the following manner:
 - verbally—in person or by phone
 - in writing via email, fax, or mail
 - feedback forms

An Overview of the Torrensville Primary School OSHC Complaints and Grievance Procedure is as follows:

CHILDREN	FAMILIES AND GUARDIANS	EDUCATORS
<ul style="list-style-type: none"> Tell someone, friend, caregiver, teacher, or staff member that you are having problems at OSHC Arrange a time to speak to the person concerned. If it is an OSHC staff member, you can be accompanied by a caregiver or teacher if preferred. Let the person know what you consider to be your concern. If the grievance is not addressed let the person know you will be speaking to someone else. Arrange a time to speak to someone in the OSHC or school leadership team e.g., Director, Care Staff, Assistant Principal or Principal. Discussing your concern with your parents is an important part of this process. 	<ul style="list-style-type: none"> Arrange a time to speak to the person concerned. Let the person know what you consider to be your concern. If the grievance is not addressed let the person know you will be speaking to someone else. Arrange a time to speak to someone in the OSHC or school leadership team, e.g., OSHC Director, Principal and or School Leadership . Your concern will be resolved ideally within 14 days. If you are still dissatisfied, If the grievance has still not been resolved speak to someone in the school leadership team. Phone: 1800 677 435 Email: education.complaints@sa.gov.au Fair work Australia: https://www.fairwork.gov.au/ DFE: https://www.education.sa.gov.au/policies/shared/complaint-management-policy https://edi.sa.edu.au/library/document-library/controlled-procedures/complaint-management-procedure 	<ul style="list-style-type: none"> Arrange a time to speak to the person concerned. 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. If the grievance has still not been resolved speak to someone in the school leadership team. Phone: 1800 677 435 Email: education.complaints@sa.gov.au Fair work Australia: https://www.fairwork.gov.au/ DFE: https://www.education.sa.gov.au/policies/shared/complaint-management-policy https://edi.sa.edu.au/library/document-library/controlled-procedures/complaint-management-procedure

Procedures for Families Lodging a Complaint

- Families are requested to not discuss complaints in front of children and in front of other parents or guardians. If a parent or guardian wishes to lodge a complaint then it is advised that they speak with the OSHC Director or Certified Supervisor in private during care time or by making an appointment at a time which suits both parties.
- Complaints regarding any aspect of the service should be addressed with the OSHC Director in the first instance. If the complaint is about the Director, it should still be addressed to the Director.

- If you feel you are unable to discuss your complaint with the Director or in the event that discussion with the Director proves unsatisfactory, your complaint can be directed to a member of the School Leadership team.
- If you feel uncomfortable in dealing with a complaint personally, you may nominate an advocate to mediate on your behalf.
- We always welcome your feedback and suggestions. These help us to continuously improve our service. Suggestions can be provided in writing to the OSHC Director, via the Parent Communication Book, the 'What we do at OSHC' Book, or via the questionnaires which are provided to parents and guardians.
- Families have a right to lodge a complaint directly with the Regulatory Authority and to aid this process, the Torrensville Primary School OSHC service displays the contact details of the Regulatory Authority.
- The service displays the name and telephone number of the person at the Torrensville Primary School OSHC Service to whom complaints may be addressed (which can be found on the OSHC Room Door).

Procedures for Educators Lodging a Complaint:

- If the complaint is of an industrial nature, the requirements of the relevant Award must be addressed and followed. External advice may need to be sought through Fairwork Australia.
- From time to time staff conflicts arise. In the interest of the children and the professional operation of the service, these grievances are investigated promptly, thoroughly, and confidentially.
- Some complaints may be resolved by presenting the matter for discussion at a team meeting.
- If you feel you have a problem with any aspect of the service, please make a time to speak with the Director.
- If you feel the Director has not dealt with your complaint satisfactorily, you may approach a member of the School Leadership team. In some instances the School Leadership team may involve the chairperson of the Torrensville Primary School Governing Council, as they act as the Approved Provider of the service.
- Staff may have a union representative or other person present at any meeting or interview and may withdraw from the process at any time.

Procedures for Children Lodging a Complaint

- The opportunity for children to make complaints will be fully explained to them. Such complaints may be in relation to incidents with other children, issues with educators or of a general nature.
- Educators will take children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. Where educators are unable to take appropriate action regarding a child's complaint, educators will inform the director.
- Complaints relating to educators, educator conduct or aspects of the program are to be directed to the director. Children may have a family member or other representatives to assist them to raise their concerns.
- Children are encouraged to give feedback and make suggestions.

Complaint Handling Process

- The Nominated Supervisor will be responsible for ensuring that any complaint that alleges a breach of legislation or a serious incident is reported to the Approved

Provider. The Approved Provider will be responsible for ensuring that the Education and Early Childhood Services Registration and Standards Board is notified within 24 hours of any complaint that alleges a breach of legislation or where the safety, health or wellbeing of a child was or is being compromised.

- The Approved Provider, or a School Leadership Representative, and Director will:
 - 1) Investigate complaints promptly and thoroughly with the understanding that the complainant will not be disadvantaged through the process.
 - 2) Listen/read the complaint and document the exact details of the complaint.
 - 3) Seek further information, to clarify the issues and investigate the complaint, including speaking to other parties involved as required. Often this will occur in a Grievance Meeting in which Restorative Justice Principles will be utilised to guide the communication between the parties involved.
 - 4) Seek additional advice from line managers and other agencies, including legal advice as required.
 - 5) Refer to any State or National Regulations or organisational policy that may provide clarity to the complaint, as required.
 - 6) Assess the complaint fairly and determine the best possible resolution.
 - 7) Inform the complainant of the outcome in writing or verbally, as required, in a timely manner.
 - 8) Ensure that the complaint process and its outcome are documented and that all documentation is treated and stored confidentially.
- Complaints not resolved at this level may be referred by either the complainant or the Approved Provider to the external agency identified by the Approved Provider to investigate the matter.
- Families have a right to lodge a complaint directly with the Regulatory Authority.

2. REFERENCES/RESOURCES/FURTHER READING

1. <https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department>

<https://www.education.sa.gov.au/policies/shared/complaint-management-policy>

<https://edi.sa.edu.au/library/document-library/controlled-procedures/complaint-management-procedure>
2. <https://www.acecqa.gov.au/resources/information-sheets/ncac-archive>
3. <https://esb.sa.gov.au/early-childhood/complaint-about-early-childhood-service>
4. <https://www.education.sa.gov.au/docs/ce-office/complaints-and-feedback/raising-a-complaint-with-department-for-education.pdf>

9.1 Code of Conduct Children

Children's rights

To be safe in the OSHC environment
Be valued as an individual and included
To be listened too
Attend excursions safely

Children's responsibilities

Recognise and respect the rights of others
Accept, respect and value others as individuals
Respect all property
Be Kind
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 educators 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
We keep within the safe areas of OSHC

9.2 Code of Conduct Families / Caregivers

Families/caregivers do not have the right to speak to other children at OSHC.
Families/caregivers cannot discipline other children at OSHC.
Swearing, threatening, or raised voices will not be tolerated at OSHC.

9.3 Code of Conduct Educators

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

OSHC Educators responsibilities

To ensure the safety of all children and educators
Recognise and respect the rights of others
Accept, respect and value others as individuals
Respect all property
To role model acceptable manners and behavior always