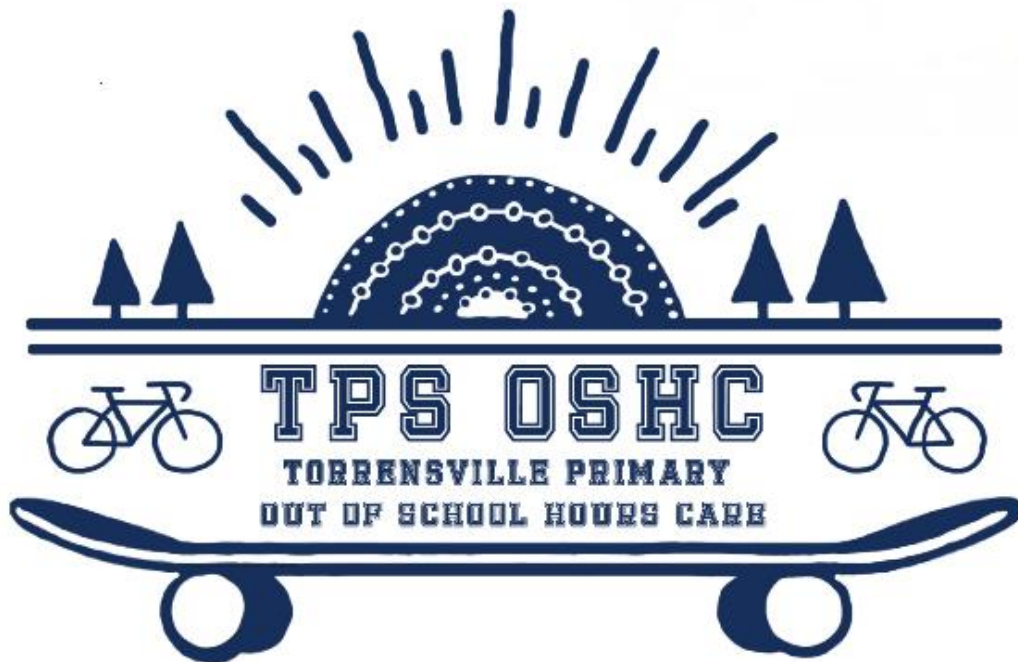


TORRENSVILLE PRIMARY SCHOOL

OUT OF SCHOOL HOURS CARE

FAMILY HANDBOOK



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Contents:

1. Our Philosophy & Pedagogy

2. Service Information

- 2.1 Opening Hours
- 2.2 OSHC Fees
- 2.3 Early Arrivals and Late Collection of Children
- 2.4 Torrensville Primary School Governing Council
- 2.5 OSHC Advisory Group
- 2.6 Confidentiality

3. Enrolments and Bookings

- 3.1 Licensed Places
- 3.2 Enrolment Processes
- 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
- 3.8 Preschoolers at OSHC

4. CCS Child Care Subsidy

- 4.1 Priority of Access
- 4.2 Information about CCS (Child Care Subsidy)
- 4.3 ACCS (Additional Child Care Subsidy)
- 4.4 Inclusion Support

5. Health and Safety

- 5.1 Accidents/Illnesses/Injuries
- 5.2 Anaphylaxis, Asthma & Medical Conditions Policy
- 5.3 Medication & Administering Medication
- 5.4 Infectious Diseases
- 5.5 Head Lice
- 5.6 Clothing
- 5.7 Sun Protection Policy
- 5.8 Evacuation and Lock in Process

6. Food

- 6.1 Breakfast
- 6.2 Recess & Lunch
- 6.3 Drink bottles
- 6.4 Snack/Afternoon Tea

7. Activities

- 7.1 Programming
- 7.2 Excursions
- 7.3 Risk Assessment
- 7.4 Inclusion & Diversity
- 7.5 Toys from Home
- 7.6 Screen time
- 7.7 Homework Club
- 7.8 10+ Club

8. Behavior Management

9. Relationships & Grievances

- 8.1 Code of Conduct Children
- 8.2 Code of Conduct Families\Guardians
- 8.3 Code of Conduct Educators

1. Our Philosophy

The Torrensville Primary School OSHC aims to provide our community with a high quality child care. Our OSHC is an inclusive care environment where children feel safe, valued and supported. Children have opportunities to learn from meaningful activities with a focus on establishing positive relationships based on mutual respect. The service adopts the school values of Harmony, Respect and Achievement.

The Children

At Torrensville Primary School OSHC the children are paramount to our work. We aim to provide children with opportunities to foster their interests and well-being. 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 play, recreation and their natural curiosity. We encourage 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 experiences for children to engage in structured and free play activities. Children learn and refine skills at their own rate and in their own time. We provide an educational program based on the children's interests, by consulting with children regularly and planning 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, taking into account children's cultural, linguistic and family background.

Our Relationships

Relationships in our OSHC setting are based on openness and mutual respect. We provide a calm and positive environment where children and families are the focus of our work and interactions. Our relationships with children are meaningful. Educators' role-model positive behavior focusing on care, empathy and respect whilst guiding children's play.

The Environment

The physical environment at Torrensville Primary School OSHC is an extension of the "Home", designed to provide children with a sense of belonging, where they feel comfortable and safe. We provide a visually attractive environment filled with colour and furnished to inspire recreation. The environment is a safe and healthy place for all children, educators and families.

Our Practices

At Torrensville Primary School OSHC we collaborate and connect with a range of Children's Service bodies for guidance and expert knowledge. We believe that connecting and implementing practices in line with the Torrensville Primary School will provide children with a care environment that is predictable, nurturing and consistent with experiences at school.

Our Business

Torrensville Primary School OSHC aims 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.

The physical environment at Torrensville Primary School OSHC is an extension of the "Home", designed to provide children with a sense of belonging, where they feel comfortable and safe. We provide a visually attractive environment filled with colour and furnished to inspire recreation. The environment is a safe and healthy place for all children, educators and families.

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OUR PEDAGOGY

At TPS OSHC

We endeavor to provide a nurturing, **HOLISTIC ENVIRONMENT** where children feel free to explore their world and their self-identities. With an emphasis on the **ARTS, PHYSICAL AND EMOTIONAL HEALTH, CREATIVITY AND INVESTIGATION**, Educators aim to build children's self-esteem by scaffolding their learning and celebrating their achievements. 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-centered and constructivist utilizing self-directed, experimental learning in a **RELATIONSHIP DRIVEN ENVIRONMENT**.

The Environment as the Third Teacher

'The environment is recognised for its potential to inspire'. An environment filled with natural light, order and beauty. Open spaces are free from clutter where every material is considered for its purpose and every corner is ever evolving to encourage children to delve deeper and deeper into their interest.

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

The Adult as the Mentor and Guide

Our role as adults is to observe (our) children, listen to their questions and their stories, find what interests them and then provide them with opportunities to explore these interests further. This allows them to be flexible with their plans and us to be flexible in our preparation and teaching approaches.

ARTS AND CRAFTS

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 from open-ended craft materials. They contain recycled and natural materials, various mediums (pencils, textas, pastels, modelling clay, etc.), scissors, glue and tape. Students are also provided with a quiet space to complete homework. 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.

PHYSICAL PLAY

When kids are playing, they are learning reflexes and movement control, developing 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, organised sporting games, nature play and playground fun. 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 include dramatic play.

We utilise the playground, oval, outside the OSHC room, garden and gym (which is great on a rainy or hot day). During Vacation Care, planned activities and excursions include obstacle courses, tree climbing, rock climbing, water activities and sport clinics.

VEGGIE AND NATIVE GARDEN

Developing a love of nature can impact 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. Learning that eating well is important, what good food tastes like, and where it comes from. The sensory garden provides children with the opportunity to create potions and concoctions. Students can identify their favorite scents and tastes in the herb garden, harvesting to use in their sensory/role play. Finding snails and bugs along the way is also fun!

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, TASTE, SMELL, SIGHT AND SOUNDS. These activities include: Mud-play, Gloop, Kinetic Sand, Magnet Play, Clay, Playdough, Nature Play, painting, rolling toys, physical activities, musical activities, gardening and cooking.

MUSIC

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

We encourage children to play and discover the music that they like by playing "DJ" at OSHC. Children will hop and dance while they kick the footy or play on the playground. We also have a range of different instruments that children can use including drums, guitars, keyboard, ukuleles, xylophones and percussion. These instruments provide students with the opportunity to experiment and use their creativity to make music, tunes and different sounds. At OSHC, we want children to discover the magic and calming sensation that can be experienced through music.

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	\$10.00
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Permanent bookings & all bookings made with more than 7 days' notice

Before School Care:	7.00am – 8.30am	\$13.00 per session
After School Care:	3.10pm – 6.00pm	\$24.00 per session
Early ASC:	2.10pm – 6.00pm	\$26.00 per session
Vacation Care:	7.30am – 6.00pm	\$60 per day
Pupil Free Days:	7.30am – 6.00pm	\$60 per day

Casual bookings made with less than 7 days' notice

Before School Care:	7.00am – 8.30am	\$15.00 per session
After School Care:	3.10pm – 6.00pm	\$28.00 per session
After School Care:	2.10pm – 6.00pm	\$30.00 per session
Vacation Care:	7.30am – 6.00pm	\$65 per day
Pupil Free Days:	7.30am – 6.00pm	\$65 per day

Bookings made on the day

Vacation Care:	7.30am – 6.00pm	\$70 per day
Pupil Free Days:	7.30am – 6.00pm	\$70 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 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 on Pupil Free Days and during Vacation Care. OSHC opening hours reflect our license and compliance to the national quality standards. **Children are not to be left unsupervised by parent or guardian 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. 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 families who have children attending the school. 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 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 depending on 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://torrensvillepsoshc.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 currently suspended in service due to Covid-19 restrictions. OSHC educators will sign all children in and out until further notice.

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 reception, year one and year two children are collected from outside their class room after school by an OSHC educator each afternoon.

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 are able to 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.

For the purpose of 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 absent.

Waitlists: If a child is on a waiting list during vacation care and a spot can be filled by another booking, families will need to notify OSHC. OSHC educators will contact families before the original booking can be cancelled.

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.

3.8 Preschoolers at OSHC

Preschool children can attend OSHC. Preschoolers must be developmentally ready for the challenges of a school aged care program. To insure best practice for our educators, preschool attendance limits are set for each session. Limits may be reduced in line with our risk assessments to ensure all children are safe at OSHC.

Preschoolers booked into before school care will be walked to preschool by an OSHC educator after the session. Preschoolers attending after school care session are walked to Torrensville OSHC each day they are booked in by a preschool educator. Please ensure you notify the preschool of your OSHC bookings.

Preschoolers are only able to attend OSHC if they are enrolled through Fully Booked and booked in for the required session.

4: CCS Child Care Subsidy

4.1 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'.

4.2 Information about CCS Child Care Subsidy

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

CCS is an estimated payment (discount) applied to your child care account. The discount is deducted from your OSHC account based on information reported through MyGov.

Activating CCS at OSHC

Firstly you will need to enroll and make a booking.

Once a booking is made the OSHC information will be sent from Fully Booked to Mygov. Please log into MyGov to check your child care subsidy status and to confirm enrolment at Torrensville Primary School OSHC. 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.

4.3 Inclusion support

Children with disabilities, additional needs and 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.

Please advise the OSHC Director of your child's specific needs so we can arrange a meeting. This will assist us in making arrangements for appropriate support and ensure a positive transition, setting children up for future success. Inclusion support grants are applied for by the OSHC Service. Eligibility criteria will be assessed and funded by the Commonwealth Government.

4.4 ACCS (Additional Child Care Subsidy)

To get this you must be eligible for Child Care Subsidy. And you need to be one 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 and careers wishing to access ACCS will need to provide the required documentation outlined by Mygov.

5: Health and Safety

Torrensville Primary School OSHC is a totally SMOKE FREE environment.

5.1 Accidents/Illnesses/injuries

Qualified educators are trained in first aid and certified supervisors hold current Provide and Emergency first aid response in educational and care setting HLTAID004 certificates. All qualified 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 accidents from occurring, however if 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/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 make arrangements to have the 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 ILL.

5.2 Anaphylaxis , Asthma & Medical Conditions

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

All children with a health condition attending an OSHC service must have a completed **MEDICAL MANAGEMENT PLAN** (MMP). This is to ensure your child's medical condition is managed responsibly while they are attending our OSHC service.

There are 3 parts to the MMP:

- **HEALTH CARE PLAN**

The plan must be completed by a **medical practitioner** and include a start and review date. It is vital that it's kept up to date, as health needs may change over time. Each child with a diagnosed health condition **must** have a current health care plan. Please attach your child's photo to the plan.

- **RISK MINIMISATION PLAN**

To be completed by Family/Care Giver and OSHC Director. Please call the Torrensville OSHC to complete this plan over the phone with the OSHC Director.

- **COMMUNICATION PLAN**

To be completed by OSHC Educators. A Communication Plan is required to be completed by the service so all staff members know how to manage the condition and reduce risk.

- Inform educators, either on enrolment or on diagnosis, of their child's allergies.
- Provide educators with a complete Auto-injector kit prescribed to child, within expiry date. Stored in a named and insulated bag.
- Regularly check the Auto-injector 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 Auto-injector is permitted to attend the service or its programs without that Auto-injector.

Asthma

Families /guardians of a child with Asthma must:

All children with a health condition attending an OSHC service must have a completed **MEDICAL MANAGEMENT PLAN** (MMP). This is to ensure your child's medical condition is managed responsibly while they are attending our OSHC service.

There are 3 parts to the MMP:

- **HEALTH CARE PLAN**

The plan must be completed by a **medical practitioner** and include a start and review date. It is vital that it's kept up to date, as health needs may change over time. Each child with a diagnosed health condition **must** have a current health care plan. Please attach your child's photo to the plan.

- **RISK MINIMISATION PLAN**

To be completed by Family/Care Giver and OSHC Director. Please call the Torrensville OSHC to complete this plan over the phone with the OSHC Director.

- **COMMUNICATION PLAN**

To be completed by OSHC Educators. A Communication Plan is required to be completed by the service so all staff members know how to manage the condition and reduce risk.

- Inform educators, either on enrolment or when child is diagnosed with asthma.
- Provide educator with a complete asthma kit including a puffer and pacer prescribed to the child's name, within the expiry date. Stored in a named insulated bag.
- 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.

If your child has a medical condition please notify the OSHC team, we can assist with the process of completing the health care plan, risk minimisation plan and communication plan.

5.3 Medication Administering 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 family/guardian to keep this information up-to-date.

If a child needs to take medication they are not to administer it to themselves or keep it in their bag. Families must inform educator and provide medication to educators.

Educators will only administer medication to your child with 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.

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 and email or skoolbag 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. The 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 notifying parents/families that there has been a case of head lice detected will be placed in the parent corner.

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.**

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).

5.7 Sun Protection Policy

The Torrensville Primary School OSHC service 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.

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 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 Recess & Lunches

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

6.2 Breakfast

Breakfast is 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. 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 Snack

A snack is provided for the children each afternoon. 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 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

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

At Torrensville Primary School OSHC we have a holistic approach to our program. We see the OSHC as an extension of the home. We value the input of children and families when planning the OSHC and Vacation Care program. The children are encouraged to provide their ideas. As a group we vote on activities and encourage children to place their ideas on the white board each week. Our program during school holidays (vacation care) provides the opportunity to extend on children's learning and interest as we have a longer day to do so.

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

Learning stories are completed on One child software and displayed in service. 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

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 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 encourages child-initiated activities. Children and parents/caregivers input is valued when Educators are preparing the program.

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

Our OSHC goal for 2022 will be to prepare a reconciliation action plan (RAP) to further our cultural awareness of 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, 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 or excursion. Wii or computer time is programmed for children and is often used as a reward for the group.

7.5 Homework Club

Torrensville Primary School OSHC have set up "Homework Club" for children. The opportunity to joining homework club is offered twice a week between 3.30pm – 4pm depending on OSHC staffing. OSHC educators encourage children to do their homework while at homework club and this often offers children the opportunity to complete set tasks from class and make a start before getting home. Homework club is offered to children from year 2- year 6, educators will only encourage independent learners and readers will not be part of homework club.

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 responsible member 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 they even get to go on 10+ excursions during vacation care. 10+ set expectations of peers and work together to help educators to ensure the OSHC is 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 conflict arises we offer alternatives help children work out difficulties and to 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 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 an issue, 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 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: Complaints & Grievances

1. 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 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 which is outlined at

<https://www.egcc.sa.edu.au/images/Forms/Policies/DECD-Parents-Concerns-and->

[Complaints-Procedure.pdf](#); OR by contacting the DECD Parent Complaints Department on 1800 677 435.

2. POLICY STATEMENT

The Torrensville Primary School OSHS 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.

3. 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			

4. THE POLICY

4.1 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

4.2 An Overview of the Torrensville Primary School OSHC Complaints and Grievance

Procedure is as follows:

CHILDREN	PARENTS 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, Assistant Principal, Principal. Your concern will be resolved ideally within 14 days. • If you are still dissatisfied, you may direct concerns to the DECD Parent Complaint Unit 1800 677 435. One of the senior leaders will make a final decision about the complaint and communicate this within 35 days. • For serious breaches of the National Regulations, it is suggested that parents or guardians contact the DECD OSHC Department, the Education and Care Service Ombudsman, or the SA OSHC Regulations Authority. 	<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. • If you are still dissatisfied, approach the DECD Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 841 67333. • For serious breaches of the National Regulations, it is suggested that parents or guardians contact the DECD OSHC Department, the Education and Care Service Ombudsman, or the SA OSHC Regulations Authority.

4.3 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.
- In the event that 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.
- In the event that you feel uncomfortable in dealing with a complaint personally, you may nominate an advocate to mediate on your behalf.
- We welcome your feedback and suggestions at all times. 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).

4.4 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.
- In the event that 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.

4.5 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.

4.6 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.

5. REFERENCES/RESOURCES/FURTHER READING

1. <https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department>
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. DECD Complaint Resolution for Employees at <https://edi.sa.edu.au/library/document-library/controlled-procedures/employee-complaints-procedure.pdf>
5. DECD Complaints: Parent Concerns and Complaints Procedure at <https://www.egcc.sa.edu.au/images/Forms/Policies/DECD-Parents-Concerns-and-Complaints-Procedure.pdf>