

PARA VISTA PRIMARY SCHOOL

OSHC POLICIES

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Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Philosophy

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Philosophy

At Para Vista Primary School OSHC and Vacation Care, we aim to create a positive, stimulating and caring environment. We pride ourselves on being able to provide a homely and warm atmosphere that is based upon mutual respect, honesty and courage. Children are expected and supported to respect themselves, each other, staff and their environment at all times.

We believe that children have the right to feel safe and secure, in our OSHC environment and beyond, both physically, socially and emotionally. This means providing an inclusive environment that caters for a wide range of children and families.

Our recreational program enables children to extend their learning and development in all areas. Observations are made of the children's learning and development and inform our program ensuring it reflects the needs and interests of individual children. Children are encouraged to make choices about their play and participation. Our program aims to be well-balanced and address all aspects of the child – physical, social, emotional, cognitive, creativity and language.

Para Vista Primary School OSHC reflects the *My Time Our Place – Framework for School Age Care in Australia*. This framework outlines five outcomes which have been implemented to acknowledge the wellbeing, development and learning of all children. These outcomes are:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators.

We value our relationship with our families and wider school community and recognise the vital role they play. We place importance on developing a trusting open relationship between home and ourselves based on respect and communication. The diversity and uniqueness of each family is respected and valued. We aim to support and create positive relationships with our OSHC families by:

- Welcoming them to OSHC with friendly and informative service information.
- Providing feedback and information about their child's time at OSHC.
- Respecting and accommodating their views.
- Being respectful and sensitive of the needs to our OSHC families and responding to feedback, suggestions through open communication.
- Providing information about other relevant community services.

Our staff are experienced, knowledgeable and have a strong duty of care. We work as a flexible and cohesive team and make decisions collaboratively. We are committed to providing encouragement for and access to professional development, opportunities to be involved in decision making and an environment which is supportive of the individual worker, especially in relation to their physical, professional and emotional needs.

This Philosophy statement sits within the Para Vista Primary School Vision Statement

A community of life-long learners inspiring creativity and excellence
which is underpinned by the school values of Respect, Honesty and Courage.

Para Vista Primary School Out of School Hours Care (OSHC)
Policy: The Acceptance and Refusal of Authorisations
Approval Date: 7 August 2019
To Be Reviewed by: July 2021

The Acceptance and Refusal of Authorisations

Para Vista Primary School OSHC has clear processes to ensure that all requirements relating to authorisations are met as determined by the Law. These policies specifically outline for staff and families what steps they must take to ensure children are safe when being cared for.

HOW THE POLICY WILL BE IMPLEMENTED:

The Director must obtain dated, written authorisation from parent/guardian for:

- a) Children leaving the premises in the care of someone other than their parent/guardian (see **Delivery and Collection of Children policy**)
- b) Administration of medication (see **Medical Conditions policy**)
- c) Taking children on excursion (see **Vacation Care policy**)

These must be kept on record by the Director/Certified Supervisor.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Enrolment and Orientation

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Enrolment and Orientation

Para Vista Primary School OSHC will incorporate an enrolment and orientation process for both children and their families. The purpose of this is to:

- enable staff to meet and greet children and their families
- provide essential operational information
- form the foundation for a successful and caring partnership between home and OSHC

If demand for places provided at Para Vista Primary School OSHC exceeds those available, the Director will prioritise enrolment and allocate places according to the Australian Government *Priority of Access Guidelines*.

Access for families and children to Para Vista Primary School OSHC will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents/guardians to access the service will be protected.

HOW THE POLICY WILL BE IMPLEMENTED:

- A child may be enrolled in OSHC once they have commenced school and can continue to use the service until they commence high school.
- The service can accept children from Para Vista Preschool who will be picked up by a staff member. We will accept children from the preschool if:
 - The child has been attending the preschool for at least five weeks or has previously attended childcare.
 - The child is happy and confident in attending OSHC.
 - The family has an older sibling at OSHC or will be attending OSHC when they begin school.
 - The service can adequately meet the needs of the child i.e. toileting.
- The Director will meet with all new parents/guardians to discuss the operations, program, any specific needs they may have, and to answer any questions.
- Where possible, new children will be encouraged to visit OSHC with their parents/guardians before enrolment to facilitate the child's orientation into the service.
- When a parent/guardian is not fluent in English, the enrolment interview will, if requested, be conducted in their first language.
- Each family must complete an enrolment form for each child and where necessary, provide a personalised health care plan.
- On enrolment, families will be given our Parent Handbook and provided access our policies.
- If a place is not immediately available at the service, the child may be put on a waiting list. Details about priority of access eligibility, and care requirements will be required. Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the Director.
- The Service aims to provide a positive orientation for new children attending the service and to welcome all new children and families. Staff will actively encourage new children to be involved at OSHC and will inform them of the timetable, rules and assist them in developing new friendships.
- New parents/guardians may telephone the service during the initial sessions for reassurance that their child has settled in. Staff will provide information to the parent/guardian regarding the children's participation and wellbeing.

- Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct. It is the parent's/guardian's responsibility to notify the Director/Certified Supervisor in writing of any changes to family circumstances.

Suspension or Exclusion

Suspension or exclusion of children from the service will occur only after all other avenues of communication and support have been exhausted and when:

- a) A child puts one or more children at risk through inappropriate/dangerous behaviour (see **Behaviour Management policy**)
- b) In the event that a child in attendance at the service is suffering from an infectious disease (See **Dealing with Illness and Infectious Diseases policy**).
- c) Unpaid fees (See **Payment of Fees policy**).

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Delivery of and Collection of Children

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Delivery and Collection of Children

Para Vista Primary School OSHC maintains clear processes to ensure that the arrival and departure of children is carefully monitored. Safeguards are also developed and regularly reviewed to keep children safe during the time of transition between school and OSHC.

Before School Care

1. On arrival, all children must be signed in, entering through the front door only.
2. At 8.30 am, children in Year 3 & above will be signed out by staff and duty of care transfers to the teacher on yard duty.
3. Children in Year 2 and below will remain in Before School Care until 8.40 am, at which time staff will sign them out and walk them to their classroom.

After School Care

1. All children will be signed in by staff.
 - a) Children in year 2 and below will be collected from their classroom by staff.
 - b) Children in Year 3 and above will make their way to the Service independently.
2. All children will be collected and signed out by a parent/guardian or approved person.
3. Children may not go home unaccompanied.
4. If a child booked in has not arrived 15 minutes after school has finished, staff will investigate the reasons for the child's non-attendance by:
 - a) Checking the immediate area and school yard.
 - b) Contacting the School Office or child's teacher to check the child was at School.
 - c) Contacting the child's parent/guardian/emergency contacts to establish whether the child is expected at OSHC or whether other arrangements have been made.
 - d) If the child cannot be found, the Director/Certified Supervisor will ensure that the child's parents/guardians, the Principal/Site Leader and the police (131 444) are informed. They will give the following information:
 - Name and address of the child and contact numbers
 - Description of the child
 - Time last seen
 - Any medical conditions.
 - e) When the child has been located, the information is to be shared immediately with those who may be assisting to locate the child.
5. If a child has a school commitment after school e.g. school concert, the child must first be signed in at OSHC. These children will be signed out by staff, then accompanied by staff to be handed over to the teacher in charge. Written authorisation must be received by the Director/Certified Supervisor prior to the activity. If the school commitment is cancelled, the child must stay at OSHC. The parent/guardian must notify the OSHC of any changes to these arrangements.

Children Referred from School

Children who arrive before 8:00 am or are not collected from school by 3:45 pm will be taken to OSHC. The custodial parent/guardian will be liable for a flat fee of \$15.00 (morning) or \$22.00 (afternoon) per child. If the child has not been enrolled at OSHC, their relevant health and contact details will be made available by the school. Every effort should be made to contact the

parents/guardians and seek their permission for the child to attend OSHC. This is to protect the service from a possible accident or insurance claim.

Authorisation for Collecting Children

Authorised person – is an authorised person (18 years or over) who has been nominated by the enrolling family as an authorised person to collect their child when the parent/guardian cannot collect their child themselves.

- The names and contact numbers of all person(s) authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by a parent/guardian as soon as possible
- If the authorised person is not known to staff upon collection of a child, a request for proof of identity will be requested by staff.
- If someone other than the parent/guardian or authorised person arrives to collect a child without prior notification, the Director/Certified Supervisor will contact the parent/guardian to get authorisation. Wherever possible, prior notification in writing should be provided by the parent/guardian. The child will not be released until the parent/guardian authorisation has been obtained. If the authorised person is not known to the service, the parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.
- If parents/guardians are separated or divorced they are required to inform the Director of any custody arrangements. Court orders when provided will be followed.

Signing In and Out

A parent/guardian or authorised person is required to sign children in and out of OSHC. The parent or authorised person must ensure they greet and farewell staff when dropping off or picking up their child so as to make staff aware of which children are in their care at all times.

Children from Wandana Primary School may also be signed in/out by Wandana Primary School staff.

OSHC Staff will perform the sign in/out process when transitioning between OSHC and School.

If a child does not attend for any reason, the Director/Certified Supervisor will enter the type of absence on the attendance record. The parent/guardian must verify the absence by signing or initialling the attendance record and providing any necessary documentation at a later date.

Families who do not complete the attendance records will not be eligible to claim Child Care Subsidy.

Late Collection

A parent is regarded as being late when they arrive to collect their child after 6.00 pm.

- Staff must be notified if the person collecting a child is to be later than usual. The child will be informed to avoid any stress (some children become upset if they are the last one left).
- A late collection fee per 15-minute period or part thereof, by the OSHC clock, will be imposed when parents arrive later than closing time at 6:00 pm (see **Payment of Fees policy**). This fee is to cover the wage of the staff staying past their rostered time.
- Exceptional circumstances, such as a traffic accident or vehicle breakdown will be given special consideration in relation to collection of late fees.
- When a child is continually collected late, the Director will discuss other care options with the parents/guardians. The Principal/Site Leader will also be informed.
- If a child is not collected by closing and no contact can be made with parent/guardian or authorised persons, then the Director/Certified Supervisor will contact the Principal/Site Leader. OSHC reserves the right to contact the police (131 444) and Crisis Care (131 611) if by 7:00 pm the child has still not been collected and there remains no contact from the parent/guardian. A notice will be left on the OSHC room door to inform the parents/guardians as to where the child has been taken. Contact details (i.e. phone numbers) will also be written on this notice.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Payment of Fees

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Payment of Fees

Para Vista Primary School OSHC aims to provide a quality service at an affordable price to families. Fee levels are set by the Governing Council each year.

The Service use Qikkids software which is a package specifically designed to process bookings, attendances and produce a statement to show family fees. This package is registered with the Australian Government, Department of Education and Training.

HOW THE POLICY WILL BE IMPLEMENTED:

- Accounts will be emailed to parents/guardians weekly. Paper copies will be available upon request.
- It is expected accounts will be paid within 7 days, either by credit/debit card or direct bank deposit. Accounts may also be paid in advance.
- Families will be given at least 30 days' notice of any fee increases.
- A dated receipt in accordance with Commonwealth Department of Family and Community Services Guidelines will be provided for each payment.
- All fees are payable for permanent bookings, regardless of attendance at the session (see Cancellations)
- For those families who are eligible, we are an Australian Government Child Care Subsidy (CCS) approved provider, this may help to reduce fees. To register for CCS please call Centrelink on 13 61 50 or register online via myGov. CCS is a means tested payment for families. Families will receive differing amounts of benefit according to income, activity levels, child care hours used and the number children in care.
- CCS is paid directly to OSHC to be passed on to families as a fee reduction. Families will make a co-contribution to their fees and pay OSHC the difference between the fee charged and CCS.
- If acceptance of the CCS has not been received from the Department of Human Services, families will be charged the full fees. Families are reminded that the service is unable to communicate with the Department of Human Services with regard to the details of their CCS.
- Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulties, will be assisted where possible and/or provided with information on the other possible avenues of financial support, including additional CCS.

Bookings – Permanent and Casual

Upon enrolment families are asked if their booking is permanent or casual.

Permanent bookings are booked in for specific days on a recurring basis. Their places are held and the child/ren will always be expected on the days stated. Permanent bookings can be made with the Director at any time, and can be changed term by term if needed.

Casual bookings are once off bookings, which must be booked the day before by 6:00 pm, to allow staffing in accordance with the National Quality Framework. Casual places are limited and cannot be used on a regular basis as this reduces our ability to offer short term emergency care.

Cancellations

The below conditions are rigorously applied to enable OSHC to offer spaces on a casual basis to those who need them and to cover staff and food costs.

- 48 hours' notice or Medical Certificate – no charge (absence)
- 24 hours' notice – 50% fee charged (absence)

- Cancellation on the day – the session will be charged in full.

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. These 42 allowable absences can be taken for any reason, without the need for families to provide documentation.

The service is closed on public holidays and over a two week break at Christmas/New Year, fees are not charged.

Two weeks' notice in writing must be given when a child is permanently withdrawing from the service.

Late Payment

Payment of accounts is due within 7 days of each invoice. Families who have difficulty paying fees are encouraged to discuss their issues with the Director and make suitable arrangements to pay. If an account becomes overdue without suitable arrangements to pay, the following procedure will apply:

- 7 days overdue – a reminder note will be sent to the parent/guardian which will also detail the steps below.
- 14 days overdue – a letter will be forwarded to the parent/guardian advising their child's place may be cancelled if the account becomes more than 21 days overdue and encouraging them to discuss payment difficulties and make suitable arrangements with the Director.
- 21 days overdue – in consultation with Governing Council and the Principal/Site Leader, a letter will be forwarded to the parent/guardian advising their care has been suspended until the outstanding payment has been paid.
- 28 days overdue – if no arrangements to pay have been made, or arrangements have not been kept, in consultation with the Governing Council and Principal/Site Leader, the parents/guardians information will be forwarded to a debt collection agency. The family will no longer be able to resolve outstanding debt with OSHC at this stage.

Late Collection Fee

A late collection fee of \$10.00 per 15-minute period or part thereof, by the OSHC clock, will be imposed when parents/guardians arrive later than closing time (see **Delivery and Collection of Children policy**). This fee is to cover the wage of the staff staying past their rostered time.

For example: pick up at 6:01 pm will incur a \$10.00 fee, pick up at 6:16 pm will incur a \$20.00 fee.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Governance and Financial Management

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Governance and Financial Management

Para Vista Primary School OSHC undertakes to ensure that all aspects of governance and management are clearly articulated and that this complements our philosophy. There is an ongoing process of review and evaluation and all relevant information is readily available to stakeholders.

Governance and Management

The Para Vista Primary School Governing Council is the Approved Provider of the OSHC service.

To assist Governing Council with the OSHC management responsibilities, the Governing Council formed a sub-committee - OSHC Committee. Many of the management responsibilities for Para Vista Primary School OSHC have been delegated to the OSHC Committee by the Governing Council; however, the OSHC Committee is not a legal entity in its own right. Therefore, the Governing Council is ultimately legally responsible for OSHC.

Para Vista Primary School OSHC will operate according to all legal requirements. It will make every effort to reflect the nature of the School community and encourage input from families, taking into account the needs of children, families, and staff, in the operation of the service. The Governing Council/OSHC Committee aim to provide a quality, value for money OSHC for the School community.

HOW POLICY WILL BE IMPLEMENTED

The Director, under the direction of the OSHC Committee will ensure that OSHC complies with the Australian and State Government legislation, policy, regulations, standards and guidelines, including the *National Quality Standard*, the *Education and Care Services National Law*, *Education and Care Services National Regulations* and administrative instructions and guidelines including the conditions of funding and/or operational agreements entered into with any government or agency.

Management

- Responsibility for the day-to-day operation of the service is delegated to the Director/Certified Supervisor. Any matters that the Director/Certified Supervisor is not confident about resolving, or determines to be significant, will be brought to the attention of the OSHC Committee and/or Principal/Site Leader for discussion and resolution as soon as possible. Where urgent decisions need to be made, an executive decision may be made by phoning/emailing at least a quorum of members of Governing Council (including the OSHC Committee Governing Council representative).
- The Governing Council has an *Instrument of Authorisation* from the Department for Education to the Principal/Site Leader clearly outlining the extent of the Principal/Site Leader's responsibilities for OSHC.
- The Governing Council/OSHC Committee members may request access to the services resources, records etc. only when necessary to fulfil their management responsibilities. All requests for access will be made to the Director, who will determine a mutually convenient time. The **Confidentiality policy** will be strictly observed. Confidentiality will be maintained at all levels, by all people.
- The Governing Council/OSHC Committee must ensure that all fixtures, fittings, furniture and equipment necessary to deliver the OSHC service are insured.

OSHC Committee

- Much of the work of the Governing Council will be achieved through the OSHC Committee. The OSHC Committee will make recommendations to Governing Council for its endorsement (approval), and shall not make decisions or act without Governing Council approval.
- The OSHC Committee membership will include the Principal/Site Leader or Nominee, school Finance Officer, OSHC Director, Governing Council representative (preferably a user of the service) and an OSHC parent/guardian. Parents/guardians are actively encouraged to participate.

- At OSHC Committee meetings the Director will present a progress report, including any concerns or any different aspects of care and provide information to assist the committee to make decisions.
- The best interests of the families and services will always take priority in determining decisions.
- The OSHC Committee shall adhere to the Terms of Reference as set by the Governing Council and be clear about the extent of their responsibilities to the OSHC service.
- OSHC Committee meetings are held regularly such as twice per term before School Governing Council meetings and recorded appropriately.
- The OSHC Committee reports at each School Governing Council meeting on matters relating to budgets, fees, monitoring processes and day-to-day operational matters.
- OSHC staff may ask to attend an OSHC Committee meeting, to raise issues on behalf of the staff and to provide feedback to other staff on the committee's decisions. This member will be bound by rules of confidentiality that apply to all members.
- Communication between the Governing Council/OSHC Committee members and staff in relation to their work or the operation of the service will be through the Director/Certified Supervisor. Governing Council/OSHC Committee members will have direct contact with other staff members only while at the service:
 - a) As a parent/guardian in relation to their child's participation at the service
 - b) At social functions, or
 - c) While accompanied by the Director/Certified Supervisor.

Philosophy and Policies

- The development and review of the OSHC Philosophy and policies is an ongoing process led by the OSHC Director and approved by the Governing Council.
- The OSHC policies are developed in accordance with Departmental policies and Regulation 168 of the Education and Care Services National Regulations.
- The OSHC Philosophy will be reviewed annually and included in the Quality Improvement Plan.
- All policies will be dated and include nominated review dates.
- The Governing Council/OSHC Committee will strictly follow the OSHC policies.

Review and Evaluation

- Ongoing review and evaluation will underpin the ongoing development of the service. Such evaluation should involve all stakeholders, especially families, children and staff.
- The development of the Quality Improvement Plan will form part of the review process. The development of the plan will require reflection on what works well and what aspects of OSHC can be further developed/improved.
- Parents/guardians and staff will be kept informed about the OSHC Committee's membership, meetings and decisions and have opportunities for input into the management of the service.

Complaints and Grievances

- All members should be familiar with the **Dealing with Complaints policy** and, should conflict arise, the policy should be set in place and all steps adhered to.
- If an issue cannot be resolved, the OSHC Committee may seek the involvement of the local education office and Early Childhood Services for assistance.
- A committee member who discovers a possible conflict of interest in determining an outcome for the service will announce this at the committee meeting and withdraw from further discussion or decision-making in relation to that issue
- Matters will be resolved within two months.

Financial Management

Responsibility for financial planning and management of the Para Vista Primary School OSHC Service lies with the Governing Council. It should be financially sustainable and have approved business plans for its growth and development.

We aim to deliver a quality service that meets the needs of the children and families by providing them with essential resources and affordable care.

HOW THE POLICY WILL BE IMPLEMENTED:

- The OSHC Director will be responsible for the day-to-day financial management. The Governing Council Treasurer and school Finance Officer will check this against the monthly budget figures at least four times a year.
- Governing Council Treasurer, Director and School Finance Officer will review the annual budget detailing estimated income and expenditure for the year ahead. The budget will be passed at a Finance meeting and endorsed by the Governing Council.
- The Governing Council is responsible for payment of staff wages fortnightly according to appropriate Award entitlements and for ensuring all wage related payments are made, including superannuation contributions, deductions, long service leave entitlements, travel re-imbusement, tax deductions and other entitlements.
- Authorisation will need to be sought for the following:
 - Items over \$200 will require approval from the OSHC Committee before purchase.
 - Items exceeding \$1000 and not previously approved within the annual budget will require Governing Council's approval before purchase.
- An up-to-date inventory/assets register of equipment, toys and resources will be maintained.
- The Governing Council Treasurer and School Finance Officer, with input from the Director's monthly financial reports, will present a financial summary for each Governing Council meeting.
- The Governing Council Treasurer and School Finance Officer will ensure the service's accounts are audited in accordance with Commonwealth and Department for Education guidelines for Governing Councils (where relevant).
- After financial records have been audited the following will be submitted to the appropriate Commonwealth Department:
 - A Balance sheet, Income and Expenditure Statement is prepared.
 - the annual financial report and the certification (also completed by the auditor).
- The audited Balance sheet and Income and expenditure statement will be presented at the yearly Annual General Meeting.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Department for Education officers. Financial records will be maintained to enable compliance with:
 - any agreement with the Commonwealth of Australia in respect of Recurrent Grants for Outside School Hour Care Services.
 - any requirement in the agreement in respect of Child Care Subsidy.
 - legislative requirements such as Income Tax Assessment Act 1936 (Commonwealth) Superannuation Guarantee Charge Act 1992 (Commonwealth) and SA Children's Services Award requirements.
 - National Employment Standards.
- The Governing Council and OSHC Committee must ensure that health and safety practices followed by the service comply with Health Regulations, Department of Education, National Quality Standards, Australian Standards and the Work, Health & Safety Act (2012) (SA), and will allocate sufficient resources in the annual budget at all times to ensure a healthy and safe environment.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Record Keeping

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Record Keeping

Para Vista Primary School OSHC has a duty to keep adequate records about staff, parents/guardians and children in order to operate responsibly and legally. OSHC will protect the interests of the children, their parents/guardians and the staff, using procedures to ensure appropriate privacy and confidentiality.

HOW THE POLICY WILL BE IMPLEMENTED:

- The service's orientation and induction processes will include the provision of relevant information to staff, children and parents/guardians about which records will be kept, how they will be kept, how long they will be kept.
- Clear guidelines on who has access to which particular records, will be given to Governing Council, staff and parents/guardians. These will be available at all times (see **Confidentiality policy**)

Document Type	Years Kept
Accounting Documents	7 years
Income Tax	7 years
Bank Statements	7 years
Insurance	7 years
Receipt Books	7 years
Requirements for Funding	7 years
Attendance Records	7 years
Accident/Incident Reports	7 Years or until child reaches 18 years of age
Information about a child's participation at the service	7 years or until child reaches 18 years of age
OSHC Management Committee Minutes and Correspondence	7 years on site, then permanently stored at state records

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Confidentiality

Approval Date: 7 August 2019

To Be Reviewed by: July 2021

Confidentiality

Para Vista Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right.

HOW THE POLICY WILL BE IMPLEMENTED:

Every OSHC staff member, Governing Council/OSHC Committee member and the Principal/Site Leader is provided with clear written guidelines detailing:

- What confidential information is recorded for the purpose of service delivery.
- What confidential information may be accessed in order to fulfil their responsibilities and how this information may be accessed.
- Who has a legal right to access information.

Confidential conversations that staff have with parents/guardians, or the Director/Certified Supervisor has with staff members, will be conducted quietly away from others.

Personal forms and information will be stored securely with access only granted on an as needed and required basis.

Information about staff members will be accessed only by the Director, the individual staff member concerned, an authorised member of the Governing Council/OSHC Committee, or the Principal/Site Leader.

All matters discussed at OSHC Committee meetings must be treated as confidential.

No member of staff may give information on matters relating to children to anyone other than the parent/guardian or emergency contact when that information has been obtained in the course of employment at the service. However, staff will give such information to a court of law if subpoenaed. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service and may be given to the Governing Council/OSHC Committee or Principal/Site Leader, when it is needed for the proper operation of the service and the wellbeing of users and staff.

All child records are confidential and will be kept secure.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Dealing with Complaints

Approval Date: 7 August 2019

To Be Reviewed by: July 2021

Dealing with Complaints

Para Vista Primary School OSHC values all comments, suggestions, concerns, and complaints at all times; helping us to continuously improve.

Para Vista Primary School OSHC takes complaints about the service, its staff, 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.

HOW THE POLICY WILL BE IMPLEMENTED:

Parents/Guardians Lodging a Complaint

Complaints can be made verbally in person, in writing, via email or mail/letter or via the OSHC suggestion box. Families are requested to not discuss complaints in front of children. It may be that an appointment with the Director will need to be made.

We will address complaints by:

- Ensuring that the dealing with complaints process is fair to all parties involved.
- Ensuring that complaints are dealt with promptly.
- Maintaining confidentiality for all involved parties.
- Maintaining records of complaints, actions 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.

The Director will:

- Listen to/read the complaint and document the exact details.
- Inform the Principal/Site Leader of all complaints.
- Investigate the complaint promptly and thoroughly with the understanding that the complainant will not be disadvantaged through the process.
- Seek further information, to clarify the issues, including speaking to other parties involved.
- Seek additional advice from the Leadership team, Principal/Site Leader and external agencies, including legal advice as required.
- Assess the complaint fairly and determine the best possible resolution.
- Inform the complainant of the outcome in writing or verbally as required in a timely manner.
- Ensure the process and outcome are documented and treated and stored confidentially.

Any complaints compromising the safety, health or wellbeing of a child or in breach of a state or federal law is a notifiable complaint and the Director will inform the Education Standards Board within 24 hours.

If a complaint is about a child-protection (abuse/neglect) concern, a notification needs to be made to the 24-hour Child Abuse Report Line on 13 14 78.

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 Principal/Site Leader or Governing Council. You also have the right to lodge a complaint directly with the Education Standards Board.

Children Lodging a Complaint

It is important that children have the opportunity to voice their concerns and that these are acknowledged, respected, and considered. Children at Para Vista Primary OSHC are encouraged to give feedback and make suggestions.

Children are provided with clear information as to whom they can raise concerns with, and what will happen when they do this. Children are encouraged to make suggestions and will be provided with opportunities to do so, through both written and verbal avenues to allow for their developmental abilities and skills.

HOW THE POLICY WILL BE IMPLEMENTED:

- Staff will take children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. Where staff are unable to take appropriate action regarding a child's complaint, staff will inform the Director.
- Complaints relating to staff, staff conduct or aspects of the program are to be directed to the Director/Certified Supervisor.
- Children may have a family member or other representative assist them in raising their concerns.
- The Principal/Site Leader as line manager of the Director will be informed of all complaints.

Staff Grievance and Complaints

A staff grievance occurs where a staff member believes s/he has been unfairly or badly treated by another person (not a child) at the Service or by a management decision, and wishes some action to be taken to remedy the situation.

Staff grievances (including those of volunteers) are respected and treated fairly, and with a genuine desire to resolve grievances where ever possible.

HOW THE POLICY WILL BE IMPLEMENTED

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.

- Staff are encouraged to raise comments, suggestions, concerns, or complaints during staff meetings, alternatively staff should raise their concerns or complaints to the Director in the first instance.
- If a staff member wishes to raise a complaint against the Director, it is to be done so in writing to the Principal/Site Leader/Governing Council, and must outline the issue and how they would best like the issue rectified.
- Staff may have a union representative or other person present at any meeting or interview and may withdraw from the process at any time without prejudice.
- 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.
- No staff member will suffer any personal or professional disadvantage because s/he lodges a grievance.
- Every attempt will be made to resolve grievances in ways which are agreeable to all the parties concerned.
- The Principal/Site Leader as line manager of the Director will be informed of all complaints.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Program

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Program

Para Vista Primary School OSHC's recreational program enables children to extend their learning and development in all areas. Observations are made of the children's learning and development and inform our program, ensuring it reflects the needs and interests of individual children. Children are encouraged to make choices about their play and participation. Our program is well-balanced and addresses all aspects of the child – physical, social, emotional, cognitive, creative and language.

HOW THE POLICY WILL BE IMPLEMENTED:

The Director is responsible for planning, documenting, delivering and evaluating the OSHC program.

- Programs will be developed for all aspects of the service (i.e. before school care, after school care, pupil free days, school holidays).
- Programs will be developed in consultation with staff, children and families.
- Programs and daily routines will be available to children and their families to view.
- Staff are encouraged to explore and use good quality resources and training to offer fresh experiences for children and to further their own professional development and skills.
- Staff will consider the National Quality Standards, OSHC policies (including **Vacation Care policy**) and information collected from parents/guardians via the enrolment forms when designing their programs.
- As part of the services ongoing planning, reflection and evaluation processes, staff will document various aspects of children's learning and experiences within the program to ensure the services' identified goals are met (observations). Recommendations for future program planning may follow from these observations. Feedback and suggestions from families are encouraged and considered.

The program will:

- Include opportunities that foster and enhance:
 - Friendship between children
 - Individual child/staff interactions
 - Cooperative and responsible behaviours among children
 - Individual and group interests
 - The special needs, interests and talents of every child.
- Incorporate the daily routine (i.e. arrival, hand washing, snacks/drinks, play etc.).
- Provide a wide variety of safe and stimulating age and developmentally appropriate activities, including indoor and outdoor opportunities. Alternative choices will be offered when a child does not wish to participate in an activity.
- Plan for and facilitate the inclusion of children with additional needs, including children with disabilities, children with complex health support needs, Aboriginal children and children from culturally and linguistically diverse backgrounds.
- Reflect the importance of play in childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst embracing spontaneity and child initiated activities.
- Welcome family contributions to aspects of the program through donations of resources, equipment and invited participation in activities.
- Take into consideration attendance patterns, the weather and physical environment, the numbers and ages of children, new children entering the group and expectations our families.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Vacation Care

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Vacation Care

Para Vista Primary School OSHC considers incursions and excursions an integral part of the children's vacation care program. The program is planned and implemented to provide a broad range of experiences. Each excursion and incursion will be carefully planned and the risks assessed.

An **excursion** is defined as any off-site activity (beyond the School grounds). An **incursion** involves a business/organisation coming to OSHC to run an activity or provide an experience.

HOW THE POLICY WILL BE IMPLEMENTED:

- Our vacation care program will offer a balance of quality home days and exciting excursions.
- Vacation care programs will be endorsed by both the OSHC Committee and Governing Council.
- Each vacation care program will be promoted to families with full details of destination, times of departure and return and any special items children are required to bring. There will be no change to the publicised itinerary unless the Director/Certified Supervisor decides it is necessary for the safety and wellbeing of the children.
- No supervision will be available at OSHC on excursion days, planned excursions are compulsory.
- No child will be taken off-site without their parents/guardians written authorisation (consent) on a form that includes the child's name, date, time, proposed destination, method of transport and the proposed activities.
- When the vacation care program is planned, staff will take weather and temperature into account. They will ensure there are sufficient shaded areas for all the children to protect them from the sun, and undercover areas or enclosed areas to protect them from rain and cold weather.
- Weather forecasts will be checked 48 hours before the incursion or excursion. In the case of adverse weather conditions, alternative arrangements will be made.
- No private vehicles may be used to carry children on excursions as passengers.
- The Director/Certified Supervisor will ensure the mobile phone is fully charged for excursions to ensure the staff and children can always be contacted.
- A minimum of two staff will be present on all excursions.
- The Director/Certified Supervisor will have overall responsibility for the excursion. It is their responsibility to maintain head counts and take the roll at appropriate times and regular intervals. All staff are responsible for adequate supervision.
- On excursions, the regular code of conduct for both children and staff will apply. The Director/Certified Supervisor will ensure that all expectations relevant to the excursion are fully explained prior to departure.
- On excursions both female and male staff members will be rostered 'if possible' to help supervise the toilet areas, especially on swimming excursions. When this is not possible a staff member will walk children to the toilets and wait at the door. Should it be necessary for a staff member to enter the opposite gendered toilets i.e. if an emergency situation arises, they will knock on the door and announce they are entering.

Water Safety

Water activities are a significant part of Australian life and provide children with opportunities to access a variety of activities for experience, learning and fun. However, Para Vista Primary School OSHC recognises the risks posed by bodies of water and takes the safety of children and staff involved in water-based activities and around bodies of water seriously. The service will ensure that every precaution is taken so that children are able to enjoy water-based activities safely. Risk assessments will be carried out for programmed water-based activities and the outcomes will underpin the child to staff ratio for the activities.

HOW THE POLICY WILL BE IMPLEMENTED:

- Demonstrating a preference for venues that provide additional supervision in the form of life guards.
- Ensuring staff position themselves in the environment so that every child is at all times within sight of an adult, that supervision is direct and vigilant; that staff rotate their position in the environment on a regular basis to allow for movement and to maintain vigilance.
- On a swimming excursion, having some staff designated to supervise children from within the body of water.

Risk Assessments

Para Vista Primary School OSHC complies with the requirements of the National Quality Framework and undertakes risk assessments of incursions and excursions.

HOW THE POLICY WILL BE IMPLEMENTED:

Risk assessments for incursions and excursions will:

- Identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and
- Specify how the identified risks will be managed and minimised.

Child to staff ratios for excursions will be based on a risk assessment of the excursion as well as taking into consideration the law pertaining to adequate supervision. Where there are new children or new staff, these factors need to be addressed in the assessment of risk. The risk assessment will address the following:

1. The ages and abilities of the children
2. The destination and length of the excursion
3. The transport (public or private) and proposed route to be used
4. The previous experience of the accompanying adults
5. The expected activities that children will participate in, including any water hazards.

A risk assessment must be carried out on any activity that allows children to access a body of water.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Behaviour Management and Conflict Resolution

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Behaviour Management

Behaviour management at Para Vista Primary School OSHC is based on children's self-management rather than their dependence on authority. Mutual respect and responsible behaviour are vital in any successful community. We encourage the development of resilience in our children and understanding that rights are intimately linked to responsibilities.

This policy is supported by our three core values: **Respect, Honesty and Courage.**

Our policy emphasises positive choices, reflects the Para Vista Primary School *Behaviour Education & Wellbeing policy* and was developed in consultation with staff, children and their families. We believe in a whole school approach to promote positive behaviour and collaborative practices, through the development of self-management skills.

The following key concepts are used to help children to be independent, self-regulating and self-motivated learners in persistent pursuit of their personal best and able to get along with others:

- Treat others as you would like them to treat you.
- Be brave – participate to progress.
- Pursue your personal best no matter who you work with.
- Have reasons for the things you say and do.
- It takes great strength to be sensible.

Staff, together with the School and families, will work together to create a safe, inclusive and supportive environment. Staff and families will raise concerns as they arise and discuss ways of working together to address unacceptable behaviour.

HOW THE POLICY WILL BE IMPLEMENTED:

The behavioural expectations are as follows:

- We respect and care for ourselves, other people and property.
- We work and play safely and cooperatively.
- We follow the directions of staff.
- We stay inside the supervised boundaries.

Staff promote positive behaviour and interactions by:

- Planning for and providing an environment that promotes a sense of belonging, being and becoming and provides enhanced opportunities for learning through play.
- Ensuring that limits set are reasonable and understood by all children, families and staff.
- Acknowledging and encouraging appropriate behaviour.
- Interacting positively, using positive language and modelling respectful behaviour.
- Valuing children as individuals within their family and cultural context.
- Encouraging open two-way communication with families to ensure each child's needs are met.

Staff will respond to unacceptable behaviour by:

- Providing a warning/reminding children of the rules/expectations and the reasons for these.
- Where appropriate, ignoring the behaviour if it is not dangerous and is attention seeking.

- Offering choices to follow through with consequences including withdrawal of privileges e.g. If you can't sort out who had the ball first, then the ball will be put away.
- Using positive examples when redirecting children e.g. "please walk inside", instead of "don't run inside".
- Encouraging children to talk about problems (conflict resolution), supporting children to problem solve, negotiate, find resolutions and manage emotions appropriately.
- When children are at risk of hurting themselves or others, or if repeated non-compliance occurs, staff will use "Time Out" for brief periods ensuring that an adult is with them all the time. This timeout will be no longer than 10 minutes.
- If repeated behaviour continues, a short time away from the area of play may be appropriate. removal will only be for a short time, perhaps 30 seconds or until the child chooses to move away themselves. This removal away from the disruption allows the child to calm themselves, perhaps to sit with a staff member or alone and to just be removed from the stress.
- If a child is showing violent and threatening behaviour and staff and other children are at risk of being harmed, the parent/guardian will be contacted and asked to collect the child. In these cases, the Principal/Site Leader will be notified immediately and the Director/Certified Supervisor will complete an "incident report" for tabling at the next OSHC Committee meeting.
- Where children exhibit violent or aggressive behaviour and the safety of staff and children are at risk, the Director, with discretion, may call for an intervention by other authorities e.g. police.

The Director will:

- Involve families and the School at the earliest opportunity to work together positively to assist the child. At this time, the child, parent/guardian, Principal/Site Leader, School Leadership Team and Director may negotiate and formulate a behavioural plan.
- Implement, monitor and review individual behaviour plans in partnership with families and the School.
- Assess individual children's learning and development. The assessment will reflect on and review the planned program and ensure the active learning environment supports positive behaviours.

When all other strategies have failed, Governing Council reserves the right to exclude the child from the program. Exclusion will not occur without consultation between the parent/guardian, Director, OSHC Committee and other relevant authorities.

Conflict Resolution

At Para Vista Primary School OSHC we recognise that the service will run most effectively when there is minimal conflict and that any conflict is resolved quickly. We recognise that mediation is an effective tool in achieving this.

Staff will use mediation to help and guide children's disputes.

HOW THE POLICY WILL BE IMPLEMENTED:

Mediation is a fair way to resolve conflict. Staff will not take sides but serve as an impartial and active listener who will assist children in conflict come to an agreement.

- Mediation focuses on problem solving.
- Mediation enables the child to own and accept his/her behaviour and the consequences because the child has been involved in resolving the conflict through the mediation process.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Sun Protection

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Sun Protection

Para Vista Primary School is a founding member of Cancer Council SA's SunSmart program, first signing on in 1999.

A balance of ultraviolet (UV) radiation exposure is important for health. Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Sun exposure during childhood and adolescence is a major factor in determining future skin cancer risk. Too little UV radiation from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones and muscles, and for general health. Sensible sun protection when UV is 3 and above does not put people at risk of vitamin D deficiency.

This policy applies to all OSHC activities on and off-site.

HOW THE POLICY WILL BE IMPLEMENTED:

Staff are encouraged to access the daily local sun protection times on the **SunSmart app** or <http://www.myuv.com.au/>, to assist with the implementation of this policy.

Implementation Times

- **Before school care:** sun protection is not required as the UV radiation levels are rarely above 3 during this time.
- **After school care:** sun protection is required from the beginning of August until the end of April and whenever the UV is 3 and above at other times.
- **Vacation care:** sun protection is required from the beginning of August until the end of April and when the UV radiation levels are 3 and above at other times.

Clothing

When attending the service, children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, closely woven fabric is recommended. It includes tops with collars and elbow length sleeves, longer style dresses and shorts and rash tops or t-shirts for outdoor swimming.

Sunscreen

- SPF 30 or higher broad spectrum, water resistant sunscreen is available for staff and children's use or families are required to provide SPF 30 or higher broad spectrum, water resistant sunscreen for their child's use.
- Sunscreen is applied at least 20 minutes before going outdoors and reapplied every two hours.
- Families with children who have naturally very dark skin are encouraged to discuss their vitamin D requirements with their GP or paediatrician.

Hats

All children are required to wear hats that protect their face, neck and ears e.g. legionnaire, broad brimmed or bucket hats, whenever they are outside. Baseball or peak caps are not acceptable.

It is strongly recommended that all families purchase an additional hat for their child to be kept at OSHC. Children without a hat on excursions will be issued with an OSHC hat and the cost may be added to their account.

Shade

- The School will ensure there is a sufficient number of shelters and trees providing shade in the outdoor areas and a shade audit is conducted regularly by the School to determine the current availability and quality of shade.

- The availability of shade is considered when planning excursions and all other outdoor activities.
- Where possible during vacation care, outdoor activities are scheduled outside of the peak UV radiation times of the day.
- Children are encouraged to use available areas of shade when outside.
- Children who do not have appropriate hats or clothing will be asked to play in the shade or a suitable area protected from the sun.

Staff WHS and role modelling

As part of WHS UV risk controls and role modelling, when the UV is 3 and above staff will:

- Wear sun protective hats, clothing and sunglasses when outside.
- Apply SPF 30 or higher broad spectrum, water resistant sunscreen.
- Seek shade whenever possible.

Education

- Sun protection is incorporated into educational activities to support children's wellbeing, learning and development.
- The SunSmart policy is reinforced through staff and children's activities and displays.
- Staff and families are provided with information on sun protection via the email newsletter and noticeboards.

NOTE: The Director regularly monitors and reviews the effectiveness of the SunSmart policy (at least every three years) and will revise the policy as required.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Providing a Child Safe Environment

Approval Date: 7 August 2019

To Be Reviewed by: July 2021

Providing a Child Safe Environment

Para Vista Primary School OSHC has a duty of care to provide a healthy environment in which children can grow and be safe. All children have the right to be safe at home, at school and at OSHC. Staff have an obligation to all children attending the service and are committed to defend their right to care and protection.

Para Vista Primary School OSHC aims to provide a physical environment that is safe, appealing, constructive, well-maintained and welcoming to all.

Child Protection

Para Vista Primary School OSHC has an obligation to all children attending the service to defend their right to care and protection and adheres to the guiding principles of the Children and Young People (Safety) Act 2017.

Para Vista Primary School OSHC also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

HOW THE POLICY WILL BE IMPLEMENTED:

All staff, volunteers and visitors to the service are required to have:

- a current Working with Children Check (WWCC)
- Responding to Abuse and Neglect – education and care (RAN-EC) training
- SMART (Strategies for Managing Abuse Related Trauma) training (when children under the Guardianship of the Minister are enrolled at the service).
- an approved ACECQA qualification (for Certified Supervisor positions only)
- holds a current approved first aid qualification (for Certified Supervisor positions only)
- approved anaphylaxis management training (for Certified Supervisor positions only)

If staff, volunteers or visitors are concerned about a child and have a reasonable suspicion that a child is being abused or neglected, the concern must be reported via the 24/7 Child Abuse Report Line (CARL), on: 13 14 78.

Supervision

Supervision is one of the key requirements in the prevention of incidents, accidents and injury. Para Vista Primary School OSHC aims to ensure children are actively supervised at all times and complies with child to staff ratios.

HOW THE POLICY WILL BE IMPLEMENTED:

Staff will:

- Actively supervise children at all times with consideration given to the arrangement of the environment to support active supervision.
- Supervise and support children on how to appropriately use and care for the facilities, equipment, toys and resources.
- Use their supervision skills to reduce or prevent injury or incident to children.
- Use their initiative to make decisions about when children's play needs to be interrupted and/or redirected.
- Be aware of the need to place themselves in positions which allow good supervision of the environment and children.

- Assessing all activities and, when something is identified as a high risk experience, strategies are developed to minimise the risk according to the group of children.
- Understand the shared legal responsibilities and accountabilities of all staff to implement the OSHC service's policies, procedures and practices.

The Director will:

- Organise a higher child to adult ratio when a greater level of supervision is required.
- Plan and organise activities and, when something is identified as a high risk experience, develop strategies to minimise the risk according to the age abilities experience and location of the group of children.

Sleep and Rest

Para Vista Primary School OSHC aims to meet the needs of all children and families in the service in relation to rest and sleep and will implement procedures to meet the needs of children needing sleep or rest and communicate closely with families when children seem to need extra rest or sleep.

HOW THE POLICY WILL BE IMPLEMENTED:

At times children at OSHC will feel the need to rest or even sleep. These reasons may include:

- Young children (particularly those aged 4 and 5 years old)
- Children with a change in routine or schedule
- Children with very long days (particularly those at the service from opening in the morning to close in the evening)
- Children who are unwell or becoming unwell
- Children who may have missed out on sleep recently

Staff will implement the following procedures when they deem a child needs rest or sleep:

- Provide an area or areas where children may lay down to rest or sleep (usually on the couch in the quieter area)
- If a child is feeling tired, a trained first aider will monitor temperature and check if the child has any other symptoms of feeling unwell. The parent/guardian will be rung if there is any indication of illness.
- Children are to sleep and rest with their face uncovered.
- Children will be allowed to sleep uninterrupted if they fall asleep.
- The parent/guardian will be informed that the child has had a sleep when the child is collected and provided with any additional information relating to the sleep.
- If a child is regularly falling asleep at the service, service staff will communicate closely with the family to ascertain how the family would like service staff to deal with it. As long as it is not disruptive to the family's routine the child will be allowed to sleep at the service.

In addition to this, all attempts will be made to the structure Vacation Care programs so that most activities and physical activity are scheduled in the morning and directly after lunch, to cater for those children who need rest.

Tobacco, Drug and Alcohol Free Environment

At Para Vista Primary School OSHC all children are being cared for in an environment free from the use of tobacco, illicit drugs and alcohol.

HOW THE POLICY WILL BE IMPLEMENTED:

- Para Vista Primary School is a tobacco, drug and alcohol free environment including the use of e-cigarettes, this includes all indoor and outdoor areas and OSHC.

- OSHC staff and volunteers must not be affected by alcohol or drugs when on the premises, or at any time when children are being cared for.

Physical Environment

The physical environment can contribute to children's wellbeing, happiness, creativity and developing independence. It can contribute to and express the quality of children's learning and experiences.

HOW THE POLICY WILL BE IMPLEMENTED:

Para Vista Primary School OSHC will ensure that:

- at least 3.25 square metres of unencumbered indoor play space suitable for children that is well ventilated, has adequate natural light and is maintained at a comfortable temperature.
- at least seven square metres of outdoor space that is suitable for children.
- adequate facilities for safe handling, preparation, storage and disposal of food and beverages.
- adequate, developmentally and age appropriate toilet, hand washing and hand drying facilities, located and designed to enable safe use by children with convenient access from both indoor and outdoor play spaces.
- the capacity to provide effective supervision of the designated areas.
- where possible, windows and doors will be flyscreened, or buildings will be protected against flying insects (low irritant, environmentally friendly sprays may be used minimally and only when necessary).
- individual needs and specific activities are taken into account when ensuring that lighting, heating and noise levels are comfortable.
- consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- rubbish will be disposed of in an environmentally friendly way, and products recycled whenever possible.

When advice is needed in relation to any aspect of the above listed information, questions need to be directed to the Principal/Site Leader in consultation with the Education and Early Childhood Services Registration and Standards Board of South Australia (the State Regulatory Authority).

Facilities and Equipment

Para Vista Primary School OSHC will purchase equipment, toys and resources that meet the Australian Standards and are appropriate to the developmental stages, interests and culture of the children in care. All staff members will ensure that all facilities, equipment, toys and resources are kept in a safe, clean and hygienic condition and in good repair at all times.

The building and school grounds will be maintained in good working order by the school.

HOW THE POLICY WILL BE IMPLEMENTED:

In consultation with staff, the Director will determine which equipment, toys and resources are most appropriate, taking into account durability, easy maintenance, cost, and benefit to the children's program.

- The Director will be responsible for all new and donated items.
- All new equipment will be checked to ensure it complies with relevant Australian Standards.
- Toys and resources should be appropriate to the service's aim of providing a safe and caring environment. A wide range of real, commercial, natural, recycled and simple homemade materials are provided to support the children's learning in a range of ways.
- All equipment, toys and resources are regularly checked, cleaned and maintained in accordance with manufacturer's instructions and otherwise as reasonably necessary to ensure that it remains in a safe and good working order.

- Staff who become aware of faulty or broken equipment will quarantine the equipment and advise the Director/Certified Supervisor of the need for its replacement or repair.
- Equipment that poses a moderate to high risk (such as small electrical appliances and power cords) will be restricted to times and areas strictly supervised by staff, clearly identified and stored in a safe location accessible by staff.
- Safe storage and shelving will be provided to allow children to independently access low risk items.
- An agreement is in place to enable the Director to spend a discretionary amount for small purchases. Most purchases for large amounts are usually approved by the Governing Council/OSHC Committee before the purchase (see **Governance and Financial Management policy**).
- All purchases are subject to budgetary constraints.
- An up-to-date inventory/assets register of equipment, toys and resources will be maintained.

Parents/guardians of children identified to be deliberately breaking/defacing OSHC property will be asked to replace/restore the damaged property.

It is not advisable to bring personal belongings from home to OSHC, including mobile phones, electronic games and other special toys. Staff will not take responsibility for these items if brought to OSHC.

Identifying Potential Hazards

Staff will carry out regular checks to identify and remove hazards, and manage safety risks. They will:

- Identify any hazards that may cause illness or injury to children, families, staff, or visitors.
- Where possible eliminate or immediately control the hazard.
- Provide a written risk assessment, near miss or incident report to the Director and OSHC committee.
- Review and action outstanding identified risks

Any hazards that require attention from an outside agency (plumber, electrician etc.) will be reported to the Principal/Site Leader, Deputy/WHS officer for immediate action. Staff will isolate the area/hazard to keep children safe until it is fixed.

Dangerous Substances

The Director will carry out regular checks to identify dangerous substances. Risk assessments will be conducted for all dangerous substances used at the service and all staff trained in safe usage.

- Non-hazardous and non-toxic products will be used wherever possible.
- In the interests of children's health, staff are encouraged to use environmentally friendly products at the service wherever possible.
- All staff will be made aware which products may pose a danger to children in the service.
- All potentially dangerous products will be clearly labelled and stored out of reach of all children.
- Safety Data Sheets (SDSs) obtained from the manufacturer will be attached to all chemicals or potentially hazardous substances. SDSs relevance and validity will be reviewed biannually.
- Storage areas will be clearly labelled to assist relief staff.
- Staff will discuss the dangers of certain products with the children.
- Where practical, information about the safe storage of potentially dangerous substances will be displayed and drawn to the attention of parents/guardians, as appropriate.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Emergency and Evacuation

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Emergency and Evacuation

Para Vista Primary School OSHC considers the safety of our families, children and staff as paramount. Pivotal to our overall safety procedures is the management of emergency situations. Our procedures are tested and reviewed a minimum of once each school term.

HOW THE POLICY WILL BE IMPLEMENTED:

Evacuation

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by Para Vista Primary School OSHC and are to be followed in the event of an emergency.

The Para Vista Primary School OSHC evacuation plan includes:

- A safe assembly area, with its own escape route, away from access to areas for emergency services and the building.
- A second assembly area in the event that the first assembly area is or becomes unsafe.
- Unobstructed routes for leaving the building which are suitable to the ages and physical abilities of the children and staff.
- Staff in the OSHC area will collect the attendance roll, parents/guardians/emergency contact numbers, and, at the assembly area, check the roll to ensure that all children and staff are present. The Director/Certified Supervisor will be responsible for supervision of the children in the assembly area.
- The Director/Certified Supervisor will phone emergency services and perform a sweep of the OSHC buildings if safe to do so.
- When the emergency services arrive, the Director/Certified Supervisor will inform the officer in charge of the nature and location of the emergency, and of any missing children or staff.
- No one will re-enter the building until advised that it is safe to do so by the officer in charge of the emergency service.
- Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444-2001. Staff will be trained in the operation of portable fire extinguishers. A fire blanket is located near the extinguisher. Functioning smoke detectors are installed in the OSHC area.

Staff may attempt to extinguish a fire in the following conditions:

- a) a fire is burning in the exit and is preventing the safe evacuation of the children and staff,
- b) the children have been evacuated from the room,
- c) the fire is small, or
- d) there is no danger to the person operating the extinguisher and they are well trained and confident in its use.

Safety and evacuation drills involving staff and children will be practiced in before school care and after school care at least once a term, and at least once during each Vacation Care Program, when most children are present. Drills will be recorded with date, time and length of time it took. Additional comments on recommendations for improvements can also be included in the record.

Emergency contact – is an authorised person (18 years or over) who has been nominated by the enrolling family as an authorised person to be contacted when the parent/guardian cannot be contacted.

Lockdowns

If there is a serious risk to children's safety outdoors a continuous whistle will be blown and the children will be gathered indoors.

- Staff in the OSHC area will take an attendance roll to ensure that all children and staff are present. The Director/Certified Supervisor will be responsible for supervision of the children in the locked down area.
- The building will be secured.
- Children will be encouraged to stay low to the ground.
- The Director/Certified Supervisor will contact the Principal/Site Leader to inform the situation.

As with the emergency evacuation drills, staff and children will also undertake lockdown drills.

Harassment

- Any person(s) known or unknown to the service who harass' or make threats to children of the service or on an excursion will be asked to leave the service or the vicinity of the children.
- Refusal to leave will necessitate the Director/Certified Supervisor calling the police to remove the person(s). Where possible, staff will move the children away from the person(s).

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Nutrition, Food and Beverages, Dietary Requirements

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Nutrition, Food and Beverages, Dietary Requirements

Para Vista Primary School OSHC considers nutrition to be a vital component in the healthy development of children. The service uses the Dietary Guidelines for Children and Adolescents, developed by the National Health and Medical Research Council, as a basis for this policy and practice regarding nutrition. We are compliant with the food handling practices contained in Australian Food Safety Standards. Our staff are asked to model best practice at all times.

HOW THE POLICY WILL BE IMPLEMENTED:

- Food and beverages provided are to be nutritious, varied and of a sufficient quantity to ensure children have an appropriate amount to meet their growth and developmental needs.
- Food and beverages supplied take into account the cultural, religious and health requirements of the children and families accessing the service.
- Children are encouraged to try new foods, but no child will be forced to eat something he/she does not like or which is inconsistent with his/her religious/cultural or dietary needs.
- Weekly menus will be displayed.
- Food and beverages prepared and stored in accordance with Australian Food Safety Standards.
- Drinking water is always available.
- Families are encouraged to provide food and beverages, complying with the Dietary Guidelines for Children and Adolescents, to their children for consumption at OSHC.
- On occasion, food and beverages may diverge from the guidelines for special purposes and celebrations. Families will be advised of such occasions.
- Children will be encouraged to participate in meal/snack preparation and clean-up activities as part of OSHC's life skills focus.
- During vacation care, parents/guardians will be asked to provide their child's lunch, snacks and drinks, unless otherwise stated on the vacation care program.

Nut Awareness Policy

Para Vista Primary School OSHC acknowledges that due to food processing practices it is impractical to eliminate nuts or nut products entirely from an environment where there is food. Thus, our aim is to provide a safe learning environment for all members of the Para Vista Primary School and OSHC community by minimising the possibility of severe allergic reactions to nuts and nut products.

Para Vista Primary School & OSHC is Nut "Aware". Foods with packaging labels that contain the phrase 'may contain traces of nuts' are acceptable.

HOW THE POLICY WILL BE IMPLEMENTED:

Parents/guardians are requested not to send food to school that contains nuts. This includes peanut butter, Nutella, "Nuts about Chocolate", all nuts and cooking oil containing peanut oil, as well as foods containing nuts such as pesto.

Where a parent/guardian of a child with an allergy to nuts or nut products has alerted the school to this fact (supported by medical evidence/documentation), the OSHC will manage the situation in the following way:

- Staff will be made aware of children with known allergies and provided with anaphylaxis (severe allergic reaction) training opportunities as the need arises. Families will also be informed.
- Staff will supervise at eating times and children will be encouraged NOT to share food.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Hygiene

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Hygiene

Para Vista Primary School OSHC aims to provide a healthy environment in which children will grow and be safe. Staff will maintain and model appropriate hygiene practices. Staff will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families and where practices differ to standards expected in the service, children will be reminded that these are practices to be followed at OSHC but they may be different for them at home. Staff may discuss these subjects with groups and individual children if needed.

HOW THE POLICY WILL BE IMPLEMENTED:

Hand Washing

Hand washing is the most effective way of controlling infection in the service. Staff will wash their hands, and ensure children wash their hands thoroughly with soap:

- Before handling, preparing and eating food.
- Prior to and after giving First Aid.
- After toileting, handling of animals or other activities which could lead to the spread of infection.
- After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.).

Use of Gloves:

- When preparing food and when cleaning, or otherwise having contact with, bodily fluids (e.g. blood, mucus, vomit, urine, faeces etc.), disposable gloves will be worn.
- Used gloves are to be carefully disposed of, immediately after use, in such a way that they would reasonably be expected to be secure from children or others.
- Staff are responsible to advise the Director/Certified Supervisor to ensure there is an adequate supply of disposable gloves available at all times.
- Staff must wash their hands with soap and water before and after gloves are removed.

Cleanliness:

- Surfaces will be cleaned after each activity and tables, benches, floor surfaces and toilets will be cleaned thoroughly each day by a commercial cleaner. Areas contaminated with body fluids will be disinfected.
- Girls and women will have access to appropriate disposal facilities for sanitary pads and tampons.
- Staff will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Tissues will be disposed of immediately after wiping a child's nose.
- Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed or discarded after each use.
- Staff will encourage children to put leftover food and soiled food in a bin with a closed lid.
- Recycled items (e.g. toilet rolls for craft activities) which were used, or suspected to have been used, in a non-hygienic environment, will not be used at the service.
- Animals at OSHC will be maintained in line with the *Standard Operating Procedures for the use of Animals in Schools, Preschools & Child Care Centres*. Children will be supervised during contact and discouraged from putting their faces close to animals. Children will wash their hands after touching animals. Animal scratches/bites will be cleaned immediately with soap and antiseptic.
- Toys will be washed, cleaned and disinfected on a regular basis with material items such as dress ups and cushion covers laundered as required but a minimum of quarterly.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Dealing with Illness and Infectious Diseases

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Dealing with Illness and Infectious Diseases

Para Vista Primary School OSHC follows the guidelines for prevention of infectious diseases as outlined in the National Health and Medical Research Council's website *Staying Healthy in Child Care: Preventing infectious diseases in early childhood education and care services*. The website includes resources, posters and fact sheets.

Children with infectious diseases will be excluded from OSHC for the length of time recommended by the SA Health's website *Exclusion from child care, preschool, school and work*.

HOW THE POLICY WILL BE IMPLEMENTED:

Para Vista Primary School OSHC will act to prevent the spread of illness and infectious diseases by:

- Ensuring proper hygiene practices are carried out as outlined in the Hygiene policy
- Children who appear unwell when being signed in by their parent/guardian will not be permitted to be left at the service.
- OSHC does not have facilities to care for sick children. If a child becomes ill whilst at OSHC we will contact the parents/guardians to pick them up immediately and seek medical advice. Where the parents/guardians are not available, emergency contacts will be called.
- All care and consideration will be given to children who become ill while at OSHC, ensuring they are kept comfortable and ensuring the risk of cross infection is minimised until the child is collected.
- Staff who appear unwell will be immediately released from work in order to seek medical attention.
- Children and staff who are suffering from an infectious disease will be excluded from OSHC. SA Health's webpage titled 'Exclusion from child care, preschool, school and work' has a full list of infectious diseases that may require individuals to stay at home and recommends if a period for exclusion is required from child care, preschool or school.
- Families are requested to advise the Director if their child has an infectious disease.
- OSHC is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Commonwealth Government Department of Health) and to report this to OSHC families as appropriate, having regard to the privacy of individuals concerned.
- The Director will notify the Principal/Site Leader and Governing Council immediately in writing when a report of notification has been made to the Department of Health.

Emergency contact – is an authorised person (18 years or over) who has been nominated by the enrolling family as an authorised person to be contacted when the parent/guardian cannot be contacted.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Dealing with Medical Conditions

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Dealing with Medical Conditions

Para Vista Primary School OSHC staff will assist children to manage medical conditions and assist with medication if that medication is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements and is accompanied by a medication plan.

Medication includes all prescribed, non-prescribed, over the counter and alternative therapies.

We recognise that an increasing number of children attending school age care services have been diagnosed with medical conditions including asthma, diabetes or a risk of anaphylaxis. We are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

HOW THE POLICY WILL BE IMPLEMENTED:

- All medical information including health care plans will be obtained from families on enrolment. It is the responsibility of parents/guardians to update the service with any new information relating to their child's specific health care need or medical condition.
- Medication will not be administered without a completed Medication Agreement - HSP151.
- All efforts will be made to ensure medications given are the right medication, the right amount and via the right route.
- All health care plans and labelled medication will be easily accessed in case of the need for treatment. Children will be identified by a photo kept in the folder.
- Staff will be informed of medical conditions and required treatment of children in their care. The rights and the dignity of the child will be protected.
- Staff will not administer controlled drugs, oxygen, insulin or regular pain relief.

Medication

- The Director/Certified Supervisor is responsible for the storage and administration of all medication.
- Medication must be clearly labelled within the expiry date and with the child's name.
- Medication will be stored in a secure location, at the correct temperature, in the original container in which it was dispensed with access only to the Director/Certified Supervisor.
- When going on excursions all medication must be kept with the Director/Certified Supervisor in charge of the excursion.
- Medication will only be supplied to OSHC by the parent/guardian. Medication must be given directly to the Director/Certified Supervisor. Medication located in a child's possession will be immediately removed and parents/guardians contacted.
- OSHC staff do not have access to school held medication.

Supervision of Medication

- All staff will undertake medication management training.
- HSP156 Medication rights checklist must be followed each time medication is administered to a child or young person in an education or care setting
- Details must be recorded on the "Request to Administer Prescribed Medication Form" kept in the folder.
- A child will not be given their first dose of a new medication while attending OSHC in case of an allergic reaction.

- In the case of emergency, Asthma puffers will be administered by trained staff. Parents/guardians will be notified at the first opportunity once the health and safety of the child is verified.
- In the event of an anaphylaxis emergency, an adrenaline (epinephrine) injector commonly known as EpiPen or EpiPen Jr will be administered by trained staff and an ambulance called. All fees and charges incurred will be the responsibility of the parent/guardian.

Self-management of Medication

If a child is to self-medicate or carry their own medication they must:

- a) Have written medication authority and clear direction from the family and doctor that the child is able to self-manage.
- b) The medication will be in its original pharmacy labelled container and stored correctly.

The Director/Certified Supervisor has the authority, should there be any concern about the safety of the individual or others on site, to prohibit self-management of medication. Parents/guardians will be immediately contacted to discuss the self-management of medication.

Medication Error

If a child takes the wrong medication, the wrong amount or via the wrong route the following steps will be followed by the Director/Certified Supervisor:

- If the child or young person has collapsed or is not breathing an ambulance will be called immediately and first aid administered.
- If there is no immediate adverse reaction staff shall contact the Poisons Information Centre 13 11 26 and immediately follow the advice given.
- Act immediately on advice and notify the child's parent/guardian/emergency contact.
- Document all actions
- Complete a critical incident report and an accident and injury report form.

Emergency contact – is an authorised person (18 years or over) who has been nominated by the enrolling family as an authorised person to be contacted when the parent/guardian cannot be contacted.

Allergies

- Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it. Where an allergy requires specific medication or treatment, there must be a current medication plan for the child.
- Food safe practices will address any identified food allergies.
- Exposure to animals such as dogs, cats, rabbits, rats, mice, guinea pigs and horses may trigger contact rashes, allergic rhinitis (hay fever) and sometimes asthma. Severe allergic reactions to animals are rare but may occur and will be considered in risk assessments of activities involving animals.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Staffing

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Staffing

Para Vista Primary School OSHC supports our staff to reach their full potential because we recognise that these people play a significant role in the daily lives of many of our children and their families. We are an equal opportunity employer and encourage diversity within our team. Where possible, we support our staff to balance work and family commitments. We are happy to welcome volunteers and students into our team (volunteers and students are not be included in our child to staff ratio).

Para Vista Primary School OSHC recognises that in providing high quality care for children our staff are one of our most valuable resources.

HOW THE POLICY WILL BE IMPLEMENTED:

- The Para Vista Primary School Governing Council is the employer of OSHC staff and follows the Department for Education's *Recruitment and suitability of OSHC staff* processes for recruiting, managing and supporting staff.
- The Governing Council may delegate the authority to hire additional staff short term (less than 20 days) to the Director, however only the Governing Council can dismiss the OSHC staff.
- The Director reports to the Governing Council via the Principal/Site Leader. All other OSHC staff will report to the Director.
- The correct ratio of child to staff supervision will be maintained at all times. The National Quality Framework (NQF) sets out the minimum qualification and child to staff ratio requirements.
- The Director will organise a higher child to staff ratio when a greater level of supervision is required.
- We will treat all staff in accordance with the relevant legislation and industrial awards.
- We aim to maintain a work environment that supports the physical, professional, emotional and personal needs of the staff, to enable them to provide high quality care to our children and families.
- When OSHC is operating there will be a designated responsible person (Director, Assistant Director or Certified Supervisor) present, who has consented to be the responsible person for the day to day operations. Their name will be displayed on the notice board at the OSHC entrance.
- All staff will be given a staff handbook which will outline the policies and procedures for OSHC at Para Vista Primary School. It will include all relevant information.

Managing Performance and Professional Development

Para Vista Primary School OSHC aims to provide high quality childcare through high quality work performance and high job satisfaction of staff. This policy provides a framework for achieving this through staff appraisal and work performance counselling systems.

HOW THE POLICY WILL BE IMPLEMENTED

- The staff performance and professional development process will be managed by the Director, and for the Director, performance will be managed by the Principal/Site Leader as delegated by the Governing Council.
- The staff performance and professional development process will be managed using indicators developed in relation to their position description.
- Performance and professional development is monitored via an annual review process, including:
 - Staff completing a self-assessment review prior to meeting with their Line Manager.
 - The Line Manager completing a performance review prior to meeting with their staff.

- Staff attending a performance and professional development review meeting conducted by their Line Manager; where aspects of each assessment are discussed and performance reviewed. Staff have the right to a support person present at any performance and professional development meeting.
- The staff performance and professional development process must:
 - provide two-way feedback on work performance and job satisfaction
 - clearly state the expectations of each position
 - use self-evaluation as the central tool for assessing past performance
 - have a positive focus geared to improving future performance
 - be based on a process of ongoing constructive feedback and guidance
 - identify individual staff training needs and career development goals
 - include an agreed action plan as a result of the annual review process, to be written and signed by both parties and implemented over the next year.
- Ongoing feedback about performance will be provided regularly and professional development opportunities monitored and reviewed throughout the year. Individual performance progress will be noted on individual action plans.

Work Performance Counselling - some staff may experience difficulties in performing their work to the minimum standards required. In these situations, the Director (or Principal/Site Leader if it is the Director experiencing difficulties) may choose to provide Work Performance Counselling. This is additional to the staff performance and professional development process.

Leave

Para Vista Primary School OSHC Service aims to provide leave to staff in ways which benefit both staff and OSHC. Staff are entitled to leave (including leave without pay) as provided by the Children's Services Award 2010.

HOW THE POLICY WILL BE IMPLEMENTED

- Staff should apply for leave six weeks in advance of any period of leave they intend to take. The Director is responsible for allocating and approving leave (or the Governing Council if the request is from the Director), using a planned approach.
- Written approval/non-approval for leave will be given within two weeks of receiving an application.
- Where staff need leave at short notice for personal emergencies, The Director and Governing Council/OSHC Committee will be flexible in trying to help meet the staff member's needs.
- Staff must let the Director know as soon as possible if they are too ill to come to work, preferably two hours before the start time of their shift. Staff must supply a medical certificate for sick leave of three or more days in a row. The Director has the discretion to approve sick leave of less than three days in a row without a medical certificate.
- The Director has the discretion to approve leave without pay for periods of less than ten working days (short term leave). The OSHC Committee will consider requests for long term leave without pay (i.e. more than ten working days). Staff must apply in writing through the Director to the Chairperson of the OSHC Committee, where possible at least six weeks in advance, giving the reasons for the leave. Staff should use all available paid leave before applying for leave without pay.
- The Director should consult the Governing Council if they believe it is necessary to direct a staff member to take leave.
- The service will especially try to support staff who need leave to fulfil family responsibilities.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Staff Code of Conduct

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Staff Code of Conduct

Para Vista Primary School OSHC aims to achieve high standards of conduct and professional behaviour. We encourage and support staff to maintain these standards by fostering self-discipline and commitment to high quality care and good working relationships.

The quality of care for children, good relationships among staff, the confidence of parents/guardians and the reputation of our OSHC all depend on the professional attitude and behaviour of our staff and management. This policy aims to provide clear guidance to staff about the standards required as a condition of their employment.

HOW POLICY WILL BE IMPLEMENTED

All staff and volunteers are responsible for promoting the safety and wellbeing of the children by:

- It is a requirement of all staff to take the time to become familiar with the OSHC **Philosophy** and all policies, as many of them will guide their day to day work.
- Staff will adhere to the **Providing a Child Safe Environment policy** at all times and taking all reasonable steps to ensure the safety and protection of all children at OSHC.
- Staff are to arrive on time, take breaks and return from breaks at the correct time. If staff are asked to move or relieve areas, it is expected that they do so promptly. Failure to be punctual has the potential to place children and other staff at risk.
- Staff are to follow the **Confidentiality policy**. Information about children and their families must not be discussed or shared indiscreetly. Contact details of families or other staff must not be given out without their permission. If staff are unsure whether information is confidential they must check with the Director.
- Appropriate, professional and positive language must always be used. Staff must label the behaviour, not the child. For example, "That was a silly thing to do", not "You are a silly child". Staff will not use language which will offend other staff or families, especially within hearing range of the children.
- Staff are acting in the absence of parents/guardians, meaning staff are acting as a significant other in the child's life and have a duty of care to the child. Staff are therefore expected to lead by example and model appropriate behaviour and teach respect for property and others.
- Staff will wear clothing that is appropriate for the activities and day's work with the children, and maintains a professional appearance. Suitable comfortable, flat shoes should be worn. Staff should bring a hat each day to wear when outside with the children and other sun-safe practices are to be modelled for the children to see.
- Staff are encouraged to use their initiative. The more initiative that is used the more effectively the OSHC will function. There are always things to be done. Such as interacting with children, sorting and fixing games, sorting and sharpening colouring in pencils, textas and crayons, sorting craft things, gathering children's ideas, cleaning cluttered areas, general tidying.
- Good quality childcare relies on effective teamwork and good relationships among staff. Staff are expected to create respectable working relationships by treating each other with courtesy, honesty and respect. Conflicts between staff will be aired in private, and not in front of children, parents/guardians or other staff. Staff should seek help from the Director, or utilise the grievance procedure if they are unable to resolve their conflict between themselves.
- Similarly, staff will treat children and their families with courtesy, honesty and respect. Children arriving and departing OSHC are to be welcomed and farewelled by name. Staff should treat children equally and as individuals regardless of gender, race, family background, culture, religion or beliefs. Staff will be sensitive to the rights of the children.

- Staff are expected to maintain and improve their skills through participating in training and development opportunities. Staff are also expected to attend staff meetings where possible.
- Staff will comply with their legal and industrial award obligations. Staff are required to obtain and maintain their:
 - Responding to Abuse and Neglect - education and care (RAN-EC) training
 - a relevant history screening from a department approved screening authority
 - SMART (Strategies for Managing Abuse Related Trauma) training (when children under the Guardianship of the Minister are enrolled at the service).
 - an approved ACECQA qualification (for Certified Supervisor positions only)
 - holds a current approved first aid qualification (for Certified Supervisor positions only)
 - approved anaphylaxis management training (for Certified Supervisor positions only)
- Staff are expected to conduct themselves in a manner which respects the rights and welfare of other staff, volunteers, families and children and to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties. Where staff believe any of the instructions, policies or procedures need to be changed, they should first discuss it with the Director, who will bring it up at the next staff meeting. The Director will then take any changes made to the OSHC Committee and then to the Governing Council meetings. While changes are being ratified, staff should follow the existing policy or procedure.
- Staff are expected to come to work when they are fit to do so. When staff are unwell or injured they should not attend work and if entitled may apply for sick leave or workers' compensation.
- Staff must attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and staff may not smoke in the building or anywhere within sight of the children. Staff should tell the Director if they are taking any prescription medication which may affect their capacity to work (e.g. cause drowsiness).
- Staff are not permitted to carry their mobile phones on them when working. If staff need to take or make an important call, they should speak with the Director or Certified Supervisor first and then move away from the children. Staff are not permitted to take photographs/videos of children on their personal devices. Para Vista Primary School OSHC have electronic devices if staff wish to take photographs/videos. Staff must maintain professional relationships with children and their families at all times. It is not appropriate for staff to have any kind of relationship with children from OSHC on social media.
- Staff are expected to behave honestly and with integrity. To treat everyone with respect and courtesy, and without discrimination, bullying, intimidation or harassment.

Failure of our staff to abide by the **Staff Code of Conduct policy** may lead to disciplinary action.

Para Vista Primary School Out of School Hours Care (OSHC)

Policy: Volunteers, Students on Practicum Placements and Visitors

Approval Date: 8 October 2019

To Be Reviewed by: September 2021

Volunteers, Students on Practicum Placements and Visitors

At Para Vista Primary School OSHC we welcome the engagement of volunteers, visitors and students in child care placements, local training providers, TAFE, or universities studying in the field of children's services, however strict supervisory guidelines must be adhered to.

All volunteers, students and visitors must:

- sign in and out of the OSHC service,
- wear an appropriate name badge to identify themselves, and
- be supervised by the Director/Certified Supervisor.

HOW THE POLICY WILL BE IMPLEMENTED

- Volunteers and students may be accepted for work experience where there is evidence of a genuine interest in the work. Potential volunteers will be interviewed by the Director or OSHC committee representative to determine their suitability.
- Visitors may be invited into the service as part of the children's program. For the purpose of this policy, visitors may include, but are not limited to: local people with a skill, art or experience from which the children will gain experience or enjoyment; members of the Fire Brigade, Police Department, or a medical or nursing profession.
- All other visitors to the service must make an appointment with the Director/Certified Supervisor.
- Before any volunteer, student or visitor is permitted, they must be approved by the Director and Principal/Site Leader, hold a DCSI clearance and RAN certificate and be aware of all OSHC policies and procedures.
- Families will be notified of all volunteers, students and visitors visiting the service.
- Professional access to the service will be at the discretion of the Director/Certified Supervisor, Governing Council or Principal/Site Leader. If it involves the children, written consent from a parent/guardian will be required.
- Risk assessments will be conducted, as necessary, when utilising volunteers.
- Volunteers and students will be expected to complete a staff information sheet and their hours of attendance will be recorded on the weekly roster.