

Blakeview Primary School

OUT OF SCHOOL HOURS & VACATION CARE

PARENT HANDBOOK



Illustrated by Lydia J. Feb 2023

CONTACT

Rebecca Musico | Director
Ph: 8284 1190
M: 0427 055 784
E: Rebecca.musico601@schools.sa.edu.au
Blakeview Primary School
Omega Drive, Blakeview, 5114

OSHC OPERATING HOURS

BSC: 6:30am - 9:00am
ASC: 3:10pm - 6:00pm
2:20pm - 6:00pm (Thursday early finish)

OSHC OFFICE HOURS (Leadership)

9:00am - 2:45pm

WELCOME From OSHC Leadership

Hello families,

We welcome to Blakeview Primary School OSHC. We look forward to building strong and trusting relationships with you and your children.

Both Lauren and myself are extremely passionate in creating a warm, welcoming and inclusive environment where children are encouraged to develop on their current and emerging skills. We strive to provide an enriching and engaging program for children to participate in as well as families feeling secure with the care being provided for their children.

Children's wellbeing is at the forefront of our practice and we are dedicated to ensuring we provide opportunities for all children to succeed. As a team, we meet regularly to discuss current challenges and develop strategies to improve the quality of care. We also liaise with external parties such as Gowrie, teaching staff, Education Standards Board and ACECQA to ensure our practice and processes are compliant and inclusive. Our service QIP (Quality Improvement Plan) is available for families to read and we welcome any feedback or input.

Please read this handbook carefully as it contains important information regarding the daily running of OSHC and the care we provide. We believe in an open-door policy regarding family communication, should you have any further questions, please speak to an educator or OSHC leadership.

Thank you,
Rebecca & Lauren



Rebecca Musico | Director



Lauren Hazeal | Assistant Director
& Educational Leader

ACKNOWLEDGEMENT

Niina marni (hello, how are you?)

We would like to begin by acknowledging the traditional custodians of the land on which our OSHC Service operates, the Kurna people. We pay our respects to their Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples in the community.

We acknowledge and honor the deep connections that the Kurna people have with this land, their rich cultural heritage, and their ongoing contributions to the community. We recognise that this land has been a place of gathering, learning, and nurturing for countless generations before us.

As an OSHC service, we are committed to creating an inclusive and respectful environment that values the cultures, traditions, and histories of all First Nations people. We recognise the importance of cultural diversity and strive to promote understanding, appreciation, and celebration of Aboriginal and Torres Strait Islander cultures among the children, families, and staff in our service.

We are grateful for the opportunity to work and learn on Kurna land, and we commit ourselves to the ongoing process of reconciliation and building strong relationships with the local Aboriginal and Torres Strait Islander communities. We aim to create a safe and supportive environment that promotes equality, social justice, and cultural awareness.

We acknowledge that true reconciliation involves action, and we are committed to embedding Aboriginal and Torres Strait Islander perspectives, knowledge, and practices into our curriculum, policies, and daily operations. We seek to foster partnerships with local Aboriginal organisations, elders, and community members to ensure that our childcare service reflects the principles of respect, inclusivity, and cultural safety.

Through our acknowledgement of country, we honor the past, recognise the present, and work towards a future of unity, understanding, and mutual respect. Together, let us build a community that embraces and values the contributions of all, and continues to learn from the wisdom and resilience of the Kurna people.

Acknowledgement of Country is an ongoing commitment, and we are dedicated to learning, growing, and improving our understanding of Aboriginal and Torres Strait Islander cultures. We invite everyone in our service to join us on this journey of reconciliation and cultural awareness.

Ngadlu tampinhi, ngadlu tampinhi, ngadlu tampinhi (We acknowledge, we acknowledge, we acknowledge).



PHILOSOPHY

Nurturing Hearts and Minds

At our OSHC service, we believe in creating a nurturing and enriching environment where each child can grow, learn, and flourish. We are committed to providing a holistic approach to early childhood education, focusing on the development of the whole child—mind, body, and spirit. Our philosophy is based on the following core principles:

Child-Centric Approach: We recognise that every child is unique, with their own interests, abilities, and learning styles. We strive to create an inclusive and supportive environment that celebrates and respects each child's individuality. Our programming and activities are designed to cater to their diverse needs and interests, promoting their overall development.

Play-Based Learning: We understand the importance of play in a child's development. Play is a natural and essential way for children to explore, learn, and make sense of the world around them. Our program integrates purposeful play into daily activities, allowing children to engage in hands-on experiences that promote creativity, problem-solving, social skills, and cognitive development.

Emphasis on Social-Emotional Development: We believe that fostering healthy social-emotional development is crucial for a child's overall well-being. We provide a caring and nurturing environment where children can build positive relationships, develop empathy, and learn effective communication and conflict resolution skills. We prioritise emotional intelligence, helping children develop self-awareness, self-regulation, and resilience.

Partnership with Families: We recognise that families play an integral role in a child's growth and development. We strive to establish strong partnerships with families, promoting open communication, collaboration, and shared decision-making. We value and respect the cultural, linguistic, and familial diversity of our community, incorporating it into our practices to create a sense of belonging for all.

Lifelong Love for Learning: Our aim is to cultivate a lifelong love for learning in each child. We provide a stimulating environment that encourages curiosity, critical thinking, and a sense of wonder. Our qualified educators act as facilitators, guiding children in their exploration, encouraging their questions, and nurturing their innate desire to learn and discover.

Continuous Professional Development: We believe in the importance of ongoing professional development for our educators. We strive to provide them with opportunities to enhance their knowledge, skills, and pedagogical approaches. This commitment ensures that our educators stay informed about the latest research, best practices, and emerging trends in early childhood education.

Our philosophy is centred on creating a safe, inclusive, and nurturing environment where children are encouraged to explore, learn, and grow. We are dedicated to supporting their overall development, fostering their love for learning, and preparing them for a successful transition from school to OSHC.

GENERAL INFORMATION

Our service is a non-profit organisation operated by a number of qualified staff and a volunteer Governing Council Committee of valued parents and community members.

Located in the gym of Blakeview Primary School, the service provides Before and After School Care as well as Vacation Care for school aged children. The aim of the before and after school care service is to provide a quality recreation program for children who require care at the beginning and end of the school day, as well as during the vacation care period. It is our hope that we can work co-operatively with our families to ensure that the program meets the needs of both the children and their parents.

During the school holiday periods, Blakeview OSHC provides a Vacation Care Program. The staff from Before and After School Care also operate the Vacation Care program, which is held in the gym at Blakeview Primary School.

Blakeview Primary OSHC can accommodate 105 children during the morning and afternoon sessions. These places are made up of both casual and permanent bookings and limits are strictly enforced. During Vacation Care the service can accommodate up to 105 children per daily session. However, as a preferred space requirement for the Vacation Care Program to effectively operate, we may instate a capacity on particular days to ensure quality care is provided and ratios are abided by.

Should you wish to know more about this program, please do not hesitate to ask the staff during office hours via email or our OSHC mobile phone.

0427 055 784

Rebecca.musico601@schools.sa.edu.au



OHSC Office Hours

The service is open from 6:30am to 6:00pm on school days. Staff are in attendance from approximately 6:25am until 9:00am during the morning sessions and between the hours of 2:50pm until 6:05pm in the afternoon.

OSHC Leadership are on site during the day, attending to general admin, planning and programming. For any booking or general enquiries, please call between the hours of 9:00am and 2:45pm as we cannot guarantee someone will be available to help you when children are present.



Staff

The service is staffed by both permanent and casual staff that we call Educators. The Director and Assistant Director's roles are to be responsible for the day to day running of the service. Duties include programming and planning, administration, finances and billing, staffing responsibilities, and ensuring the service is compliant. We strive to provide quality care and practice.

Our casual members of staff are very valuable to the service as they each bring a great deal of practical experience with children. All educators are required to have up-to-date Responding to Abuse, Harm and Neglect and Working with Children Check. Additional to this, all responsible educators have their full First Aid, Child Protection, Asthma and Anaphylaxis certificates and we aim for every casual staff member to be qualified to the fullest of their capacity. We do this in a range of opportunities such as:

- ❖ Providing staff with ongoing opportunity for professional development.
- ❖ Providing staff with opportunities to be involved in the preparation of the services program.
- ❖ Placing value on our staff as individuals and their unique skills and abilities acknowledged and utilised.

We are dedicated to on-going professional development and provide many opportunities for staff training and mentoring.



Personal Devices

Children are not permitted to bring their personal devices to OSHC (including gaming consoles and mobile phones) unless we have specified otherwise in the program. Any personal devices brought to OSHC will be placed in a locked cupboard in the OSHC office. During Vacation Care and Pupil Free Days, we may allow small amounts of technology time, monitored by Educators.

Governing Council Committee

A voluntary group of parents and community members, including OSHC Leadership, operate the Governing Council Committee of Blakeview OSHC. The Committee attends to matters of policy, fees, staffing and all matters relating to the running of the Service. This Committee meets each term and as required. Parents with any grievances, suggestions or queries are encouraged to present their matters at these meetings.

The Educators are responsible for the day to day running of the Service. If you would like to join the OSHC Governing Council Committee or talk to one of the current members, please contact the Service:

0427 055 784

or

Attention: Rebecca Musico at: Rebecca.musico601@schools.sa.edu.au

Bookings, Fees and Charges

The OSHC Governing Council Committee is responsible for setting the fees for the program. On an annual basis the Committee will review the fees charged in the Before School, After School and Vacation Care Services. Any proposed changes will be identified in Newsletters and at general meetings of the Committee. Fees will be set on an annual basis.

Bookings will not be accepted if fees are outstanding (over \$200) for prior bookings unless a written agreement has been arranged with OSHC Leadership. Invoices are sent weekly via email. Please ensure you have provided your correct, current working email.

Current fees and charges are as follows:

BSC: \$16.50

ASC: \$22.50

VACATION CARE / PUPIL FREE DAY: \$60

EARLY FINISH (2:10PM): \$25

How to Enrol / Book

To secure your child/ren's enrolment, enrolment forms must be completed. Please speak to an educator to collect enrolment forms via either the OSHC office, Blakeview Primary School front office or sent to you via email. All forms must be completed, entirely, and signed by the enrolling parent/caregiver. *Please be advised that separate accounts can be created to support the needs of individual family circumstances.*

To book a casual booking, please call or message OSHC Leadership on the mobile phone. All casual bookings will be dependent on availability for a particular session.

To secure a permanent booking, please fill out a Permanent Booking Slip and return it to OSHC Leadership. Please communicate any changes to your permanent booking to OSHC Leadership via the mobile phone number. Any absences must be communicated to OSHC Leadership, or an absent fee may incur.

Cancellations

Before & After School

Bookings may be cancelled provided 24 hours' notice is given. If appropriate notice is not given, an absent fee is charged (equivalent to the session fee). A medical certificate can waive a cancellation fee.

Vacation Care

Vacation Care cancellations must be made one full week prior to the booked day in order to avoid absent charges. The only exception to this is if a child is absent for medical reasons – if you provide us with a medical certificate, this fee is waived.

Absent from School

If your child will be absent from school, and you have a booking with OSHC, you must let OSHC Leadership know **prior** to roll call being conducted (8:25am for Before School Care and by 2.30pm for After School Care). This is to avoid unnecessary confusion and concern. Sending a text message to the OSHC mobile is the ideal method of communicating this.

If your child will be absent from an afternoon session, and you do not notify OSHC Leadership, we will call the parent/guardian and emergency contacts, as well as following up with the child's teacher until the child is accounted for.

Payment of Fees

Blakeview OSHC is a cashless service. As payment for fees, the centre accepts payments via the QKR app (bank deposit) or via the Eftpos machine in the OSHC Office.

Parent statements are emailed weekly to families. Please ensure that you give the centre your current working email address, to which a detailed statement of usage and account will be sent once a week. Attendance fees must be paid within 7 days after the date of the emailed



statement. Care will be cancelled for any accounts that exceed \$200, unless an agreement with OSHC Leadership has been made.

Vacation Care fees will be invoiced as per booking and payable within the vacation care period. **Bookings will only be accepted if term fees are up to date, and a \$5 per day, per child deposit has been paid.** The vacation care booking and permission forms must be completed, signed and returned to OSHC Leadership.

[Paying by QKR \(bank deposit\)](#)

This method of payment is for parents to pay quickly and easily. After receiving a statement, families can pay the outstanding amount via the App.



[Paying by Bank Transfers or Centrepay](#)

Families must inform the Director by writing if you are unable to pay by the QKR App. The Director can provide you with the appropriate paperwork if you wish to set up an automatic bank transfer, or a Centrepay payment.

[Non-payment of Fees](#)

Overdue family accounts will be handled in the following manner:

If payment is overdue by 3 weeks from the date of the emailed statement, the family will be contacted by the service Director to advise payment is necessary.

If there is no response and / or payment, bookings will be reviewed by the OSHC Governing Council Committee. If a family continues to ignore payment requests and does not communicate with the Centre, legal action for debt recovery may commence and the OSHC Governing Council Committee will put actions in place such as:

- ❖ Establishing a payment plan with the family; or
- ❖ Suspension of bookings until fees in arrears are paid; or
- ❖ Cancellation of bookings.

Any family experiencing financial difficulty should advise OSHC Leadership. All matters relating to financial difficulty will be kept strictly confidential.

[Late Collection Fee](#)

The Centre closes for After School Care and Vacation Care at 6:00pm. A late fee of \$1.00 per minute, per child after 6:00pm will be charged for children who are collected late i.e. after closing time of 6:00pm. Parents should advise the Centre when they will be late to collect their child. If a child is not collected by 6:00pm and no contact can be made with the parents or emergency contacts, staff will follow service processes and SAPOL may be contacted. If a parent continues to collect their child after 6:00pm, the Director will need to discuss alternative care options, and suitable arrangements made or care could be suspended or cancelled.

[Drop Off and Pick Up](#)

Children **must** be walked down to OSHC in the morning and signed in by a parent/caregiver on the iPad in the TV Room (attached to the gym). In the afternoon, a parent/caregiver **must** sign their child/ren out at the same iPad. This is to ensure that all children are accounted for in case of emergencies. This is also a legal requirement set by the Education and Care Services National Regulations.

[Child Care Subsidy \(CCS\)](#)

Most families are entitled to a government subsidy that covers a portion of their out-of-pocket expenses. Please see below for information on how to apply for CCS. *Please be advised that it is the responsibility of the enrolling parent/caregiver to ensure applications for CCS have been completed prior to attendance.*

Check your eligibility

Please visit Services Australia (<https://www.servicesaustralia.gov.au/>) to check your eligibility for CCS.

CCS Application

- Log in to your MyGov account and go to Centrelink.
- In the menu, click on 'Payments & Claims.'
- The next step is to 'Make a Claim.'
- Now, select the 'Families' option and click 'Get Started.'
- Answer all the required questions and submit.



Confirm CWA/Enrolment

Once your child/ren has attended a session and our weekly attendances have been processed, please confirm their enrolment via myGov, or the Centrelink app. This can be finalised by ensuring all incomplete tasks are completed.

Medication

We administer medication on the following terms:

❖ You have completed a "**Medication Agreement**" form including details of time and dosage. This form must be signed by the administering doctor

❖ The **medication** is in its original container/packaging and is prescribed for that child, clearly stating the child's name, dosage time and amount, expiry date of medication and how to be administered

❖ **Non-prescription medication** will only be given if accompanied by a doctor's letter stating the child's name, dosage and the time to be administered.

❖ **All Asthma medication** is to be accompanied by an up-to-date Asthma plan, Asthma Reliever medication and spacer as required. An appropriate form is available and should be completed by a doctor

❖ **All EpiPens** are to be accompanied with an up-to-date Anaphylaxis care plan supplied by a doctor

* Please refer to Education & Care Services National Regulations for Administration of Medication.
<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653#ch.4-pt.4.2-div.4>

Medical Conditions

We cater for all individual children's medical conditions including any medical diagnosis, allergy, anaphylaxis and intolerance.

In the event that you have notified us that your child has any medical condition or intolerance, to ensure we provide quality and inclusive care, we require a current medical plan **before enrolment can be approved**.

It is the **responsibility of the parent / caregiver** to communicate any information regarding medications and medical conditions to OSHC Leadership, and communicate all and any changes

EMERGENCY PROCEDURES

The centre has Emergency Evacuation and Lock-In procedures in place, evacuation processes are displayed at all the Exit doors for all to see. A routine emergency evacuation and Lockdown drill will be carried out at least once a term.

First Aid Policy

The Centre has a First Aid Policy that is available for parents and staff to view. Parents will be informed of any Incidents/accidents and injuries and may be asked to sign an Incident Report Form, which will be prepared by an educator. This form will be shown to the parent or carer who is required to sign this form. Parents/Carers will be contacted if staff believe a child needs further medical treatment. If staff are unable to contact parents/carers, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

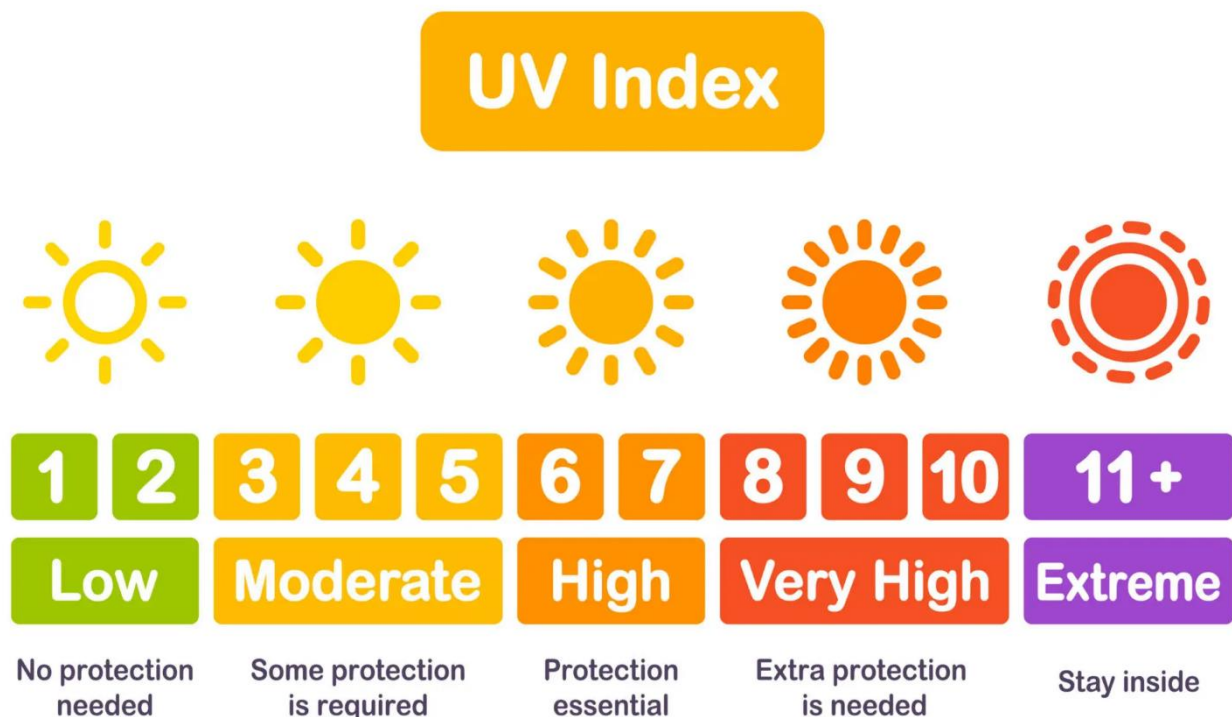


Sun Protection Policy

Blakeview OSHC staff strictly enforce a "No Hat, Play in the Shade" Policy. Staff will check the UV rating each day to decide on the level of appropriate sun protection. The Centre staff will insist on all children being appropriately protected against the sun, especially during the summer months. We highly encourage parents to inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. If a child forgets their hat, they will be instructed to wear sunscreen and remain in the shade. Children will apply sun cream before outdoor play in the afternoons (and on some mornings if the UV is high). Sunscreen is supplied by OSHC, however, if your child has sensitive skin, please supply an appropriate (and labelled) sun protection cream.



During Vacation Care, appropriate clothing is to be worn throughout the day (tops with appropriate shoulder coverage etc.). Any excursions that involve swimming, children will need to wear a rashie or swim top.



PROGRAM

Before School Care

6:30am Centre opens, breakfast is served, and free play begins.

7:00am Morning art/craft activity is made available.

8:00am Children may go to the playground with Educators and breakfast is packed away.

8:15am Morning clean-up begins.

8:25 Morning game is played and sign out commences. Years 1-6 are dismissed as supervision is taken over by teachers.

8:30am Receptions are walked to their class (then to the playground) by an Educator.

9:00am Centre Closes.

After School Care

3:10pm Bell rings for finish of school (2:20pm on a Thursday)

Children walk and arrive to the staff carpark entrance of the gym. Children enter the gym and sign in at the sign in table. Daily announcements are made.

3:15pm Children wash hands and can go to the toilet, and line up for afternoon tea.













3:15pm Afternoon tea and a fruit platter is served.

3:30pm Children are offered the opportunity to do homework, participate in free play or structured activities outside. Craft activities begin inside and free play outside, and some organised games indoors.

5:15pm Pack up, children can participate in a group activity, group games or quiet activities such as board games, reading, and drawing.

5:45pm All remaining children enter and stay in the TV Room as the cleaners mop the gym floor.

6:00pm Centre closes.

	WEEKLY PROGRAM					TERM 3 WEEK 8
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
AFTERNOON TEA 3:10PM - 3:30PM	Savoury Muffins	Puffy Dogs	Scrolls	Sweet & Savory Platter	Assorted Muffins	
ACTIVITY 3:30PM - 5:00PM	Plaster Painting 	National Bilby Day 	Painted Pasta Threading 	R U OK? Day 	Sandpit Toys at Nature Play 	
PHYSICAL / OUTSIDE ACTIVITY / SPORT	Master at the Basketball Courts	Giant Bowling on the Oval	Hula Hoops	Footy on the Oval		
TECHNOLOGY						
SENIORS				GYM Cork Craft 		

EDUCATIONAL LEADER

Role of the Educational Leader

The role of the educational leader is primarily to:

- ❖ collaborate with educators and provide curriculum direction and guidance
- ❖ support educators to effectively implement the cycle of planning to enhance programs and practices
- ❖ lead the development and implementation of an effective educational program in the service
- ❖ ensure that children's learning and development are guided by the learning outcomes of the approved learning frameworks.



The educational leader also has a significant role in:

- ❖ guiding and developing educators and families' understandings about play and leisure-based learning, and the significance of the early years in the education continuum for children
- ❖ building the knowledge, skills and professionalism of educators
- ❖ building a culture of professional inquiry with educators, coordinators and staff members to develop professional knowledge, reflect on practice and generate new ideas.

My Time, Our Place – Quality Area One

The aim of My Time, Our Place: Framework for School Age Care in Australia (the Framework) is to assist educators to provide children and young people with opportunities to maximise their potential and develop a foundation for successful lifelong learning.

Quality Area 1 focuses on ensuring that the educational program and practice of educators are child-centred, stimulating and maximise opportunities for enhancing and extending each child's play and learning.

In Outside School Hours Care a quality educational program views children as capable and competent learners who have agency and learn best through a play and leisure. Additionally, in OSHC the educational program reflects an understanding of middle childhood and successfully outcomes for children are supported when educators act with intention to nurture the development of life skills and ensure that the program complements children's experiences, opportunities and relationships at school, at home and in the community.

National Quality Standards (NQS)

<https://www.acecqa.gov.au/nqf/national-quality-standard>

My Time, Our Place

https://www.acecqa.gov.au/sites/default/files/2018-05/my_time_our_place_framework_for_school_age_care_in_australia_0.pdf



VACATION CARE & PUPIL FREE DAYS

Vacation Care Days operate the same as a Pupil Free Day and is open from 6:30am – 6:00pm. We offer breakfast until 8:00am as well as afternoon tea and a fruit platter at 3:15pm (depending on the daily schedule).

We ask families to ensure children have a packed lunchbox which includes recess, lunch, snacks and a drink bottle each day for vacation care/pupil free days. During our specialty days, lunch may be provided by the service, so please read the vacation care program carefully.

Vacation Care or Pupil Free Days will have planned activities such as an excursion, incursion or a themed day for the children to participate in. These activities and experiences are planned by collaborating with children, community/school leaders and also families. We believe it's essential to share the voices of our children and families when planning vacation care and would love your feedback and ideas.

All activities that are advertised on the program are included in the fee for the day (\$60.00). Please ensure that you read the program correctly for important and relevant information about the day, including drop off and pick up times, which are important for excursion days.

There are separate booking forms for Vacation Care and are released to families during Week 8 of the term. Please ensure all forms are completed and a deposit of \$5 per day, per child is paid to secure your booking requirements. Bookings will not be secured until all forms are completed and deposits are paid. Families will also need to ensure any outstanding fees have been paid before their Vacation Care bookings will be accepted. All deposits paid will be added to your account once vacation care has commenced.

OSHC leadership will determine the educator: child ratios once risk assessments for each activity have been completed. Ratios will vary dependant on the planned activity/experience for example: Swimming excursions require a 1:5 ratio. For a copy of the risk assessments, please let leadership know.



Policy statement

Blakeview Primary School OSHC strives to provide a safe and supportive workplace for employees and an inclusive and welcoming environment for children and their families. All families, caregivers and authorised contacts are to ensure interactions with employees and/or other children and families, while on the premises, are respectful and in accordance with this policy.

The relevant laws and other provisions guiding this policy:

- Child and Young People (Safety) Act 2017
- Education and Care Services National Law Act, 2010 and Regulations 2011
- The United Nations Convention on the Rights of the Child
- Safety Work SA
- Summary Offences Act 1953 – SECT 174A
- NQS Area 2.2, 2.2.1, 6.1, 6.1.2, 6.2, 6.2.3, 7.1, 7.1.2, 7.2

Procedure

All families, caregivers and authorised contacts are expected to follow the code of conduct while on service premises. Staff have the right to be treated with dignity and respect at all times without the risk of threatening behaviours or violence. Consistent breach of this policy may result in consultations with school leadership, school governing council, SAPOL authorities, written warnings and possible barring of entering the service grounds.

Expectations while on service grounds:

- Behave in a manner that doesn't compromise the health, safety and wellbeing of others in attendance at the service e.g. raised voices, swearing, aggressive or threatening behaviours.
- Adhere to the relevant service policies and procedures regarding complaints and grievances.
- Not be intoxicated or under the influence of illicit drugs or any other substances that may be harmful to health while on the service premises.
- Refrain from conduct that could be seen as defamation to the reputation of the service, employees or children and families, including interactions via social media and any other forms of media as well as verbal interactions with external parties.
- Refrain from using any form of abuse including, physical, verbal, cyber or the use of threatening language and gestures.
- Be respectful to the various cultural and linguistically diverse staff and families who attend the service.
- Work collaboratively with educators and leadership to resolve any issues and/or conflicts that may arise.
- Work collaboratively with educators and leadership in building supportive and constructive relationships to ensure children's individual needs are supported.

In relation to the children:

- Not to discipline, verbally or in any other way, the children of other families. Should an issue or a concern arise regarding another child, service grievance procedures will be followed.
- Physical contact with other children on the premises should be avoided unless there is a reasonable health and safety concern.
- Speak of other children in an unkind or inappropriate manner and ensure service grievance procedures are followed to submit complaints to leadership.
- Not to expect the educators to name or point out children that have may have been involved in an issue or incident with their child/ren.

In relation to other families:

- Refrain from actions that could be considered as bullying, harassment, discrimination or vilification.
- Ensure appropriate service procedures are followed to discuss any incidents, concerns or grievances that may arise.
- Ensure interactions with other families are respectful, appropriate language is used and not to publicly criticise or incite confrontation while on the premises.

In relation to educators:

- Ensure appropriate language, behaviours and tone of voice is used when communicating with educators and under no circumstances should they be approached in a confrontational manner.
- Examples of inappropriate behaviours displayed in-person, via social media, text message, phone call or email, may include but are not limited to: Offensive or abusive language, harassment and bullying, physical violence, malicious gossip, threats, voice raising, argumentative and intimidation.
- Endeavor to work collaboratively with educators to resolve any behavioural issues, incidents or concerns you or your child/ren may have by following service procedures.
- Complete the service grievance form to organise a meeting with the service Director or Assistant Director.

If communication becomes inappropriate, educators may:

- Encourage the family to communicate in a calm and respectful manner and work collaboratively to resolve the issue.
- Offer the family/caregiver/authorised contact, a copy of the service's grievance form to complete for service management to follow up.
- Inform the parent that unless the inappropriate communication ceases, they may put an end to the phone call, meeting or discussion.
- Request another staff member be present for the remainder of the meeting/discussion, if deemed necessary.
- Lodge a complaint with service management, school leadership and governing council against the offending parent.
- Direct the conversation to a designated area where privacy and dignity of those involved is respected. These areas may include the OSHC office, outside of the gym or areas with minimal children and families in proximity.

Responding to breaches of this policy

- In the event of a breach of this policy (at service management discretion), the person/s involved may receive a written notice of warning. The written warning can be issued for a period of up to six months and if further breach occurs during this time, barring of the service will occur. Written warnings can be and will be issued to any individual that threatens the safety and wellbeing of educators, children and families at the service.
- Alternative collection processes will be established in the event of a barring of the service which best supports the service and children in attendance. Families may enter the service during a barring in the event of an emergency or special circumstances. Families that continuously disregard service policies and procedures may face a termination of care.
- Blakeview Primary School OSHC endeavour to work collaboratively with all families/caregivers regarding their grievances and strive towards an agreed resolution. Should you have any concerns or are not satisfied with the handled matters, you can raise a complaint with the Customer Feedback Unit on 1800 677 435 or on education.customers@sa.gov.au.

CAREGIVER AGREEMENT

The OSHC Governing Council Committee and educators aim to provide a quality, caring and safe Before School, After School, and Vacation Care Program for your children. The Committee seeks your cooperation by complying with the conditions set out below. Your signature on the Enrolment Form indicates your acceptance of these conditions:

1. The Before and After School Care Enrolment Form and Enrolment Agreement must be completed prior to acceptance of any child into the program.

2. All children who attend Before and After School Care must be booked in. Parents/guardians will be phoned (and be asked to collect their child if the Centre is at capacity) if this is not so.

3. Accounts in arrears will incur overdue fees.

4. Casual use of the service is dependent on whether there are spaces available on the days required.

Please contact the Centre on 0427 055 784. Children must be signed in for morning sessions and out at the end of the day when they are collected from the centre, according to Child Care Subsidy requirements. Children not signed in will be recorded as ABSENT.

6. If children are not attending the service for whatever reason on a day they are booked, the Centre must be notified via the OSHC mobile phone or via email.

7. Only those persons nominated on the Enrolment Form will be able to collect children. Written permission, or in an emergency verbal permission by telephone, is required if someone else is to collect the child/ren. If someone is prohibited from visiting the centre or collecting your child, THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM. A copy of any relevant court orders must be provided.

8. A late fee of \$1.00 per minute, per child after 6:00pm will be charged for children who are collected late. Please inform the Centre if you think you may be late so that your child/children can be informed.

9. The program is not able to provide for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.

10. No medication will be administered to children unless the following steps have been followed:

a. Medication form is completed stating time of dose, exact dose and the name of the medication to be administered.

b. The medication needs to be in the original bottle with the child's name and dosage marked on it

c. Medication is not to be left in the children's bags for them to self-administer.

d. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included on the Enrolment Form. All changes to Enrolment Information must be provided to staff at the Centre and to the Director of Before School, After School/Vacation Care.

11. If a child's behaviour is such that it endangers the safety of themselves, other children or staff, your child's attendance will be reviewed in consultation with the OSHC Governing Council Committee as per our behaviour guidance policy.

12. Non-compliance of any of the above conditions will result in the attendance of the child/children at the centre being reviewed.

FAMILY COMMUNICATION

Family Facebook Group

If you are not already aware, Blakeview OSHC has a family Facebook page. This is where we share information and photos of some of the exciting things that children are doing at the service. Our Facebook page "Blakeview Primary OSHC" is a closed Facebook group and information and pictures shown on this page are **ONLY** able to be seen by members of the group and all members of the group are families of OSHC children and require approval from an OSHC staff member or School Principal to join. We do require signed permission to share photos and information of individual children.



Seesaw

We also utilise the Seesaw application that Blakeview Primary School use to share information such as activity evaluations, learning experiences, photos and important notices.



OSHC Mobile

OSHC Leadership are usually present in the OSHC Office between the hours of 9:00am and 2:45pm. If you need to speak to a member of Leadership, or make, cancel or change a booking, please call or message us on the OSHC Mobile and we will be happy to help.

SERVICE MAP



P A R E N T C H E C K L I S T

Prior to handing in your OSHC Enrolment forms, please ensure you have considered the following:



You have provided the correct information on the enrolment form, including: <ul style="list-style-type: none">- Full name of child/ren and caregivers- Correct date of birth of child/ren and caregivers- Correct CRN of child/ren and enrolling caregiver	
CCS has been applied for.	
Family Handbook and the Family Code of Conduct have been read and understood.	
All medical needs, including any medication, dietary considerations or medical conditions have been communication to OSHC Leadership.	
Up-to-date medical plans have been given to OSHC Leadership (asthma, medication, etc.).	
Signed the Facebook Consent form.	