



**REDWOOD PARK**

**OSHC & VAC**

**FAMILY**

**HANDBOOK**

**OSHC CONTACT DETAILS**

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## **The PHILOSOPHY**

Redwood Park OSHC and VAC is a child focused service providing a safe and welcoming environment where children's knowledge, interests and abilities are promoted. This occurs by providing challenging opportunities through play and spontaneous and planned activities that are flexible and inclusive of children's learning. We strive to foster children's full potential and wellbeing by encouraging restorative justice which develops problem solving, self-regulation, self-esteem, respect and responsibility. Through the role modelling of professional educators we aim to work towards a sustainable environment for all children and their families.

We aim to build a collaborative community for staff, children, families and the school so as to foster respectful and meaningful relationships which recognises diversity and equality. As a service we operate according to this philosophy and try to reflect the local community through discussion and inviting participation around issues relevant to running the service. Our program revolves around the outcomes stated in My Time Our Place. Children and staff strengths are acknowledged and supported through the program and are consulted for ideas and reflection.

## **The PROGRAM.**

**The Redwood Park Primary School OSHC and VAC service will implement a holistic program which will include all interactions, experiences, activities, routines and events, both planned and spontaneous that occurs in an environment designed to foster children's well-being, development and learning.**

The service will do this by:

- Responding to the individual interests and needs of each child
- Providing a broad range of experiences and resources for children to access, that promotes self esteem and personal success
- Encourage homework to be completed Monday to Wednesday Weeks 2-9 every term
- Integrating activities and resources within the local and broader community
- Encouraging respectful interactions between children, families, educators and visitors

## **The CHILD**

**The Redwood Park Primary School OSHC and VAC service believes that each child in our care can achieve maximum learning potential in an environment that encourages self discipline, independence, high self esteem and curiosity.**

The service will do this by

- Recognizing that each child is unique
- Ensuring that each child is treated with dignity and respect at all times
- Realising that each child has rights and responsibilities both as an individual and part of a group
- Knowing that each child has the right to feel safe and secure in a flexible and supervised environment

## **The EDUCATOR**

**The Redwood Park Primary School OSHC and VAC service believes that each educator is a professional whose experience and knowledge of children is respected and valued.**

The Educator does this by

- Recognising that children learn through play and social interactions
- Providing a safe and stimulating environment for children, families, educators and visitors
- Accepting and understanding of each child's individual needs and backgrounds
- Welcoming individual expertise of and contributions from all educators and other parties
- Supporting the inclusion of access for children with additional needs.
- Actively encouraging family contributions and interactions
- Valuing the health and safety of all children, families, educators and visitors

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## The OSHC and VAC Service

- This is a “not for profit” service to the local community that is operated by the Redwood Park School Governing Council Inc.
- The OSHC and VAC Advisory Committee oversees the service on behalf of the School Governing Council.
- The Director manages the daily operations of the program in conjunction with the School Principal and OSHC and VAC staff.
- Our current service rating is Meeting National Quality Standards

## The OSHC and VAC Advisory Committee

- This Committee is a sub committee of the School Governing Council and includes Parents/Caregivers, the Director, the Principal [Line Manager] and a School Governing Council representative.
- The Committee ensures the service is meeting the needs of all families and their children, when possible, by advising and making recommendations to the staff regarding the program.
- The Committee also advises and makes recommendations to the Governing Council regarding finance and employment matters, strategic planning and direction and the development and review of policies and procedures.
- Meetings are held once a term in Week 3 and all Parents/Caregivers are welcome.

## The OSHC Service

- This Service provides opportunities for children from Redwood Park School to experience a wide range of recreational activities before and after school and on Pupil Free and School Closure days utilising the My Time Our Place Learning Framework and meets with the National Quality Framework.

## The VAC Service

- This VAC Service provides a wide range of recreational activities, which includes excursions and special visitors, to children attending Redwood Park School and, if there are vacancies, to children attending other schools.
- A minimum of 15 children must be booked in for the vacation care service or pupil free / school closure day's to be operational.
- To attend Vacation care children must have completed 1 term of primary school **AND** be 5 years old.

### **Exceptions**

- *Children completing Year 7 may attend the December / January Vacation Care program only.*
- *If any fees are owing, these must be paid before care is available.*
- *The attendance of any child needing Vacation Care outside these exceptions must be negotiated with the Director and if need be, the committee.*

## Inclusion

- The Service is inclusive of all children regardless of culture, ability and gender providing their individual care needs can be met in an appropriate and respectful manner. If Inclusion Subsidy is required a meeting will be required with the Director.

## Hours of Operation

**Before School Care:** 7.00 - 8.45am. Staff are available on site from 8.45 – 9.30am to receive fees, take bookings and to answer inquiries.

**After School Care:** 2.30 – 6.00pm. Staff are on site from 2.30 – 3.00pm to receive fees, take bookings, answer queries etc.

**OSHC staff are unavailable for payments, queries or phone communication from 3.00pm to 3.45pm to ensure all children have been safely signed into OSHC.**

**Vacation Care** - 7.00am – 6.00pm.

**Pupil Free and School Closure Days** - 7.00am – 6.00pm.

**End of Term Early Dismissal** - the service will open at 2.05pm with an additional fee.

### **Availability of Director outside operating hours**

- The Director is on site Mondays, Thursdays and Fridays and Assistant Director Tuesdays and both can be contacted from 9.30 – 2.30pm on 0408 830 706. Please take this opportunity to give information in relation to child/ren and family, to find out any particulars of the program, to discuss any concerns or issues, to make suggestions and for account enquiries.
- If required, an appointment can be made at a time suitable for those involved.

## Enrolment

- All families using the service must complete and return an enrolment form. Once this form is received we require 24 hours before commencing to ensure all details have been inputted onto the system correctly.
- We also require all new families to come in with their children for an induction of the OSHC room, service offered and meet some staff to allow for a smooth transition.
- This form is included in an enrolment package of relevant information.
- Please read the information and speak with a staff member if there are any concerns, queries, suggestions etc.
- A new enrolment form must be completed each year to meet departmental requirements.

## Bookings

- Priority is given to children at risk of serious abuse or neglect and working families.
- Bookings for recreational care may be refused if places are not available.
- Bookings must be made in advance unless in an emergency.
- Rotating shifts must be booked.
- Emergency bookings will be accepted provided information from school can be accessed.
- Please check with Vacation Care to see if there are places available on any given day.

### **Out of School Hours Care**

- Bookings will carry forward from Term to Term.
- Bookings for the following year are only placed once the new enrolment form has been received.
- Please note that bookings DO NOT carry forward for Vacation Care.
- Bookings can be made via text message but **NOT** email as this is not checked as regularly.

## General Timelines for Vacation Care bookings

<b>4 weeks before end of term</b>	Program available for Redwood Park working families
<b>2 weeks before end of term</b>	Program available for all working families
<b>1 week before end of term</b>	Program available for recreational care and all families

- Bookings can only be made on booking form, no phone, text or email bookings are permitted and the booking form must be signed by a parent or caregiver before being processed.

### **Allowable Absence and Gap Fees**

- Each family has up to **45 allowable absences** per child for cancellations made each financial year. The number of absences used is written on the account.
- The family has to pay the **Gap Fee** when an allowable absence is claimed  
ie. Full Fee for session – CCB entitlement = **Gap Fee** to be paid.

### **Cancellations**

#### Notice of Cancellations

##### ***When the minimum notice is given***

To ensure you are not charged for cancellations please follow these guidelines.

- Before School Care **MUST** be cancelled no later than 6.00pm of the previous day.
- After School Care **MUST** be cancelled no later than 9.00am of that day.
- Vacation Care **MUST** be cancelled no later than ONE WEEK prior to care needed.

##### ***When minimum notice is not given***

- If cancellation is outside of the above guidelines for all Care types = allowable absence + Gap fee.
- No show and no contact with service = allowable absence + gap fee + **penalty of \$5.00 per family.**

**NOTE: Absence due to immediate family illness: if the family has notified the service by 9.00am of the day and a medical certificate is sighted by staff by the Friday no later than 9.00am of that week before accounts are processed = No Charge**

### **Child Care Benefit – CCB and Child Care Rebate - CCR**

- Most families are eligible for a reduction of fees by the allocation of a CCB% by the Family Assistance Office and for 50% rebate on fees paid – currently paid quarterly directly to enrolling parent/caregiver nominated bank account.
- The CCB% is in proportion to the families combined income.
- The CCB is then taken from the total fee and the remaining amount, called a **Gap Fee**, is the fee to be paid by Parents/Caregivers.
- The CCB component of the fee is paid directly to the nominated service after each week of care.

#### To register for CCB

- Families need to ring **Centrelink** on **13 61 50** to apply for CCB.
- Families need to advise service of the following:
  - Enrolling Parent's CRN number and date of birth
  - Each enrolled child's CRN and date of birth
- Families can attend more than 1 service. ie. Child may attend another OSHC program during the school term, but uses Redwood Park VAC for holiday care.
- Families also need to inform Centrelink and service of siblings using other registered forms of care eg. Another OSHC service, a Child Care Centre or Family Day Care

## **CHILD CARE REBATE**

- All families who meet the work/study test are eligible for the CCR – you can choose to have it paid to your nominated bank account annually/fortnightly/quarterly or to the service to further reduce your fees – contact Centrelink for further information and clarification.

### **Fees**

***Before School Care:*** \$13

***After School Care:*** \$20

***Early Dismissal:*** \$23

***Vacation Care and Pupil Free:***

***Home Day*** \$50

***Excursion Day*** \$60

Fee prices are reviewed every financial year with an increase if budget deems necessary.

### **Payment of Fees**

- **All fees must be paid WEEKLY** by EFTPOS or Bank Transfer. If paying by bank transfer or credit card over the phone, please call the mobile to ensure payment can be processed.
- Payment of fees outside of these parameters must be applied for in writing.
- Please pay fees at the following times so we can focus on the children's needs during the busy time.
  - Before School Care 7.00 – 9.30am,
  - After School Care 2.30 – 2.55pm and after 4.00pm

### **Non Payment of Fees**

The Debt Management procedure will be implemented on all accounts outstanding for more than 7 days.

**Step 1:** Red reminder note written on the attendance record for any accounts outstanding in excess of 7 days.

**Step 2:** Reminder - letter sent with copy of account that will include a 10% penalty fee for all outstanding monies after 14 days.

**Step 3:** Final notice – further 10% penalty added to outstanding fees after 21 days and letter sent to family and copy to the service's nominated debt collection agency for further action. Provision of care will be withdrawn unless regular repayments are being made.

### **Other Penalties**

- **The late collection of children after 6.00pm** will incur a penalty of \$15.00 for every 15 minutes or part thereof.
- If no contact is made to OSHC about child/ren being absent an **Absent Fee of \$5.00 per family** per session will be added.

### **Accounts**

- Accounts are generally emailed by 2.30pm on Tuesday afternoons.
- **Accounts must be paid weekly – immediately following the period of care used.**
- If you need assistance in interpreting the account, please see the Director.
- If families have one child, care will cease if amount reaches \$300 and if more than one child, \$500.



## Before School Care, After School Care and Vacation Care Signing In

- Parents/Caregivers must hand over their “Duty of Care” of their child/ren to the staff at the service.
- The “Duty of Care” of their children is accepted by the service when the children have been “BROUGHT IN and SIGNED IN” on the attendance record by the Parents/Caregivers.

### **What you need to do.**

- The time children arrive for Before School Care and Vacation Care must be entered and initialed on the attendance record.
- The staff will record the time and initial when the children leave the service to transfer the service’s “Duty of Care” to the school.
- A staff member will initial/sign children in for After School Care to show acceptance of the children’s “Duty of Care” from the school.

**Note:** *Before School Care dismissal times are 8.35am and 8.45am. All Preschool to Year 2 children are dismissed at 8.45am.*

**A staff member will escort child/ren to pre-school and other children can be escorted to their classroom [if requested by families] until children are confident going on their own or with other children.**

**Note:** *After School Care staff collect children from reception to Year 2 classes to ensure their safety. Children from other year levels can be collected with parents’ request.*

### **Procedure for Families who do not sign their children into Before School Care and Vacation Care.**

1. Staff will highlight incomplete entries.
2. Parents/Caregivers must enter the time and initial the unsigned entry the next time children attend the service.
3. A reminder slip will be given to children to remind Parents/Caregivers of their responsibility.
4. Written final reminder to warn Parents/Caregivers that children must be brought in and signed in and this will be signed by the Principal.
5. Care will be withdrawn.

**Note:** *The continuing failure to sign entries may mean that CCB will not be allowed for those incomplete entries and the full fee will be charged.*

## After School Care and Vacation Care Signing Out

**Parents/Caregivers must sign out their children from After School Care and Vacation care when collecting their children from the service.**

### **What you need to do:**

- The time children are collected from After School Care and Vacation Care must be entered and initialed on the attendance record.
- If anyone else, other than parents, is to collect children from OSHC or VAC, the service must be notified, the person must introduce themselves to a staff member and provide **PHOTO IDENTIFICATION**. If no photo identification is provided they will be unable to collect the child/ren.

### **Procedure for Families who do not sign their children out from After School Care and Vacation Care**

1. Staff will highlight incomplete entries.
2. Parents/Caregivers must enter the time and initial the unsigned entry the next time children attend the service.
3. A reminder slip will be given to children to remind Parents/Caregivers of their responsibility.
4. Written final reminder to warn Parents/Caregivers that children must be brought in and signed in and this will be signed by the Principal.
5. Care will be withdrawn.

**Note:** *The continuing failure to sign entries may mean that CCB will not be allowed for those incomplete entries and the full fee will be charged.*



## Late Collection of Child/ren

**All children need to be collected from OSHC by 6.00pm sharp.**

Parents need to have a clear plan in the case of emergencies. Parents must notify the Director if they are unable to collect their child and they must make every effort to organise another nominated person to collect. Late Collection Fees apply.

If educator has had no contact from the parent by 6.00pm the Director will:

- Attempt to contact the parents / caregivers / emergency contacts as per enrolment form
- Contact will continue for 30 minutes and at 6.30pm the Director will make contact with the Principal / Deputy and notified then Police contacted and child/ren handed over to their care.
- Parents will then need to contact the local Police Station regarding the whereabouts of their child/ren.

## OSHC and VAC Responsible Behaviour Rule

- The following rule was discussed and made by the children attending the service.  
“**We keep ourselves and everyone else safe by making responsible choices of behaviour”**

## Responsible Behaviour Guidance

***All children are expected to make responsible choices of behaviour while attending Out of School Hours Care and Vacation Care***

- Staff actively encourage, acknowledge and give positive feedback for children’s responsible choices of behaviour.
- There are steps outlined, to assist children to realise the consequence of irresponsible choices of behaviour and to provide an opportunity for appropriate responsible behaviour choices to be made.

### **Positive Feedback**

Staff will use many methods to give positive feedback for example staff will give credit to children when they are observed making a responsible choice of behaviour. ie. by making a passing comment, asking them what responsible choice of behaviour they made “that was great!”, telling Parents/Caregivers, offering special activity etc.

**Steps for Behaviour Guidance** [*will be documented in a confidential manner and kept in the family file*]

**Note: If a child chooses a behaviour that puts them-self or anyone else at risk of harm, they will be suspended immediately and excluded for 10 weeks. The Child, Parents/Caregivers, the Director and the Principal will meet prior to children’s return to service.**

### **Step 1: Reminder / Redirection**

- Staff will ask the child how they will make responsible choices of behaviour from now on.

### **Step 2: Logical consequence for irresponsible behaviour**

- Staff will ask child to tell them what they will do next time if something happens again.
- Staff may give child a logical consequence to help them remember what a responsible choice of behaviour is.

### **Step 3: Contract - this contract remains in place for 1 week from date of contract.**

- If further responsible behaviour choices are not made, the child and staff involved will fill out the contract.
- Child’s Parents/Caregivers, will be shown the contract and asked to sign it when they come to collect their child.

- Parents/Caregivers will also be given information to take home with a tear off slip to be returned to OSHC AND VAC ASAP.

**Step 4: Suspension – this next step applies for 1 week from date of contract.**

- If further responsible behaviour choices are not made, Parents/Caregivers will be called to arrange for the immediate collection of child.
- Child will be suspended from the next booked session.

**Step 5: Exclusion**

- If child receive **2 contracts** in **any 4 week period**, they will be **excluded for 1 week inclusive of VAC**.
- There will be a meeting with Child, Parents/Caregivers and the Director prior to the child's return to the service.
- If child receive **another 2 contracts** in **any other 4 week period**, they will be **excluded for 2 weeks inclusive of VAC**.
- There will be a meeting with the Child, Parents/Caregivers, the Director and the Principal prior to the child's return to the service.

**Step 6: 10 Weeks Exclusion**

- If child receives a **further contract**, they will be **excluded for 10 weeks inclusive of VAC**.
- There will be a meeting with the Child, Parents/Caregivers, the Director and the Principal prior to the child's return to the service.

**Step 7: Refusal of Care**

- If child, who has been **excluded for 10 weeks**, get **another 2 contracts in any 4 week period**, they will not be permitted to attend the service in the future.

**Liaison with the School**

- Staff from the service may liaise with School Personnel to ensure the individual needs of the children are met in an appropriate and confidential manner as agreed to on the consents upon enrolment.
- If outside agencies are involved with children, it is beneficial to include OSHC to maintain consistency, to provide different perspectives on situations and to implement strategies that will assist children.

**Homework**

- Children to do their homework on Monday to Wednesday from 5.00 to 5.30pm in the Library.
- Homework occurs between week 2 and 9 each term [For a 10 week term].
- While children are encouraged its noted there is not enough staff to offer 1 on 1 for each child therefore homework is encouraged to be done at home as well.

**Electronic Devices**

- Children are not permitted to bring phones, ipads, ipods or other electrical devices to OSHC or VAC unless it has otherwise been stated.
- If these are permitted to be brought they are to remain in the staff filing cabinet while the child attends OSHC or VAC.

## Sun Safe Notes

- As outside play is actively encouraged at the service, it is a requirement that children are dressed appropriately.
- Clothing such as a T-shirts and their allocated bucket hat must be worn at all times when out of the main OSHC room except from Week 5 Term 2 until Week 5 Term 3. Children need to keep their allocated hat in their bag at all times as it is the only hat permitted to be worn at OSHC and VAC. [One hat is provided at no cost – any replacement hats must be paid for – currently at a cost of \$8.50]
- Strappy tops, dresses or singlet tops are not suitable to wear at the service any time.
- If children are not dressed appropriately, Parents/Caregivers will be called and asked to bring appropriate clothing for their children ASAP or to collect their child from the service.
- 30+ sunscreen will be provided in Vacation Care, however it is encouraged sunscreen is brought from home, in particular with any allergies. Staff will remind and assist children to apply it.

## Hot and Cold Weather, Clothing and Lost Property

- In extreme weather children will remain indoors, if staff determines that it is unsafe for children and staff to be outside.
- As stated, outside play is actively encouraged as part of the OSHC program and Thursday is active day with different physical activities programmed suggested by the children.
- Jumpers are to be worn after 5pm and in the mornings in cold weather.
- Jumpers are NOT to be worn in the mornings or afternoons in hot weather.
- Please make sure children are dressed appropriately by having layers of clothing to put on or to take off, especially in Vacation Care.
- Footwear: As the children are encouraged to be physically active, it is essential that appropriate footwear is worn. Unsuitable footwear such as thongs, some slip-ons, platform and higher heeled shoes are not permitted as they prevent children from being physically active and may cause injury.
- There is Lost Property at OSHC and a bin at the school. Please ensure all items of clothing are named and encourage children to put their clothes in their bags when not being worn – especially their allocated hat!

## Drinks

- It is essential that Parents/Caregivers provide drinks on all excursion days. **If children are sent to Vacation Care without a drink bottle they may be asked to be collected or replacement bottles purchased and the amount added to the account.** In the hotter weather please send extra drinks, preferably water, with children. **Fizzy drinks are not recommended by the service.**
- Drinks containing **caffeine** are not permitted at the service and children will not be allowed to purchase these drinks. **If these drinks are sent with children or if children purchase them, the drinks will be confiscated and returned to their Parents/Caregivers when children go home from the service.**
- When “at home”, a drinking fountain is accessible at all times.
- **Refrigeration space is not available** for the storage of drinks as they can not be frequently accessed. We suggest freezing one for cold water during excursions.

## Recess, Lunch and Afternoon Tea

- On Pupil Free/School Closure Days and during Vacation Care, it is essential that families read the **Daily Information** to know when Recess, Lunch or Afternoon Tea must be sent with the children.
- **“Nut Free”** foods are not to be sent with children to eat in case there are children attending the service who may have a serious reaction/allergy to nuts.
- At OSHC, a variety of nutritious foods are offered by the service for Afternoon Tea each day.
- Facilities will not be utilised for the heating/cooking of food brought from home due to possible food contamination and safety risks.
- The service actively encourages “Healthy” eating and prefers that Parents/Caregivers do so as well.

## Medication

- If a child needs medication while attending the service a letter of authorisation from a Medical Practitioner is required – a form is available from the service as need identified for ongoing medication – short or long term.
- Medication must be in the original container with the label showing child’s name, medication name, dosage and how often the medication is to be given.
- Parents/Caregivers must complete the service medication record for each day medication is to be administered.
- Staff will record the time the medication was given to child.

## Medical, Illness and Infectious Diseases

- Children are not to be sent to the service if they are unwell or have an infectious medical condition.
- If children become unwell while attending the service, staff will care for them and will call their Parents/Caregivers to advise them of the situation.
- Parents/Caregivers may then be asked to arrange for the immediate collection of children from the service.
- If children have a medical condition eg. allergies, asthma etc, that may impact on their well-being while at the service, include relevant details on the enrolment form and when need be, on an emergency action plan. It is essential that the matter is brought to the attention of OSHC and VAC staff.
- If a child is diagnosed with Asthma, an inhaler and medical plan must be provided before attendance.
- There is Health information available at the service – requirements re exclusion are on display at the service.
- The resource folders ‘Staying Healthy in Child Car’ and ‘You’ve got what?’ contains current information that is available for Parents/Caregivers/Staff to refer to and these documents are kept in the cupboard under the sign in/out folder.

## Information Notice-Boards

- There is a variety of information that the service needs to make available and accessible to all involved ie. Children, Parents/Caregivers, Staff, Management etc.
- Please take the time to look around the room, to read the information and to ask questions of staff if need be.
- Suggestions for other information that may be required are always welcome.
- It is the Parents/Caregivers responsibility to access or request where relevant information is available.

### **In the OSHC room**

- There are a number of notice-boards [listed below] in the room that contain relevant information for Children, Parents/Caregivers and for staff.
  - Routines
  - Afternoon Teas/Lunches
  - Weekly Program
  - Kids Info
  - National Quality Framework
  - School information
  - Art and Craft displays

### **Staffing**

#### **As per Legislative Requirements**

- An Educational Leader will be identified as the Educator in Charge for each session.
- For every 30 children, the service has a **qualified staff member** rostered on for OSHC and VAC.
- If a preschool child is present during OSHC, ratio is 1:10 for the first 10 children then back to 1:15.
- If unable to have the right number of qualified staff, an exemption can be applied for.
- The service operates with a maximum of 15 children per staff member.
- A staff member with Apply First Aid qualification is on site at all times.

***Additional staff will be added to the roster as need demands.***

#### **OSHC ratios for**

- **Before School Care** – There are up to 4 staff rostered on each morning, maximum of 55 children.
- **After School Care** – There are up to 5 staff rostered on every afternoon, maximum of 60 children.

#### **Vacation Care, Pupil Free and School Closure days - ratios for**

- **Home days** – between 12 - 15 children per staff member, maximum of 60 children.
- **Excursion days** – up to 8 children per staff member, maximum of 48 children.
- **Water** – up to 5 children per staff member, maximum of 40 children.

### **Grievance Procedures**

**Note: It is not acceptable for any Parents/Caregivers to approach a child [other than their own] in an attempt to resolve a conflict.**

**Below are the procedures to resolve conflict at the service.**

#### **Grievance Procedure: Child to Child**

1. All children are encouraged and supported to sort out the issues for themselves.
2. Children, who are unable to come to an agreement, may then ask a staff member for assistance.
3. There is a detailed procedure on display at the service.

#### **Grievance Procedure: Child to Staff**

1. Children will be encouraged to discuss their issue with the staff member involved.
2. If not satisfied with the outcome, children will then need to raise the issue with the Director/Assistant.
3. After investigation and negotiation, if children are still not satisfied, the matter will then be discussed with the Principal who is the Line Manager.

#### **Grievance Procedure: Parent/Caregiver to Service conflict**

1. For any conflict at the service, Parents/Caregivers should discuss the matter with the Director.
2. If, after discussion with the Director, Parents/Caregivers are not satisfied, the matter will then need to be raised with the Principal, who is the Line Manager and the outcome advised to the Director and to Parents/Caregivers.

3. If Parents/Caregivers remain unsatisfied, the matter must then be put in writing and taken to the OSHC and VAC committee for consideration and guidance.
4. The OSHC and VAC committee's decision will then be given to the Director and to Parents/Caregivers in writing.

### **Confidentiality and Privacy**

- The service protects the confidentiality and privacy of individuals by ensuring all records and information about individual children and families are securely stored.
- These records will only be accessed by or disclosed only to those people
  - Who need the information to fulfill their responsibilities at the service.
  - Who have a legal right to know under current legislation.

### **Policies and Procedures**

- There are complete copies of Policies and Procedures in relation to the National Quality Framework and My Time Our Place Framework available for your referral at the service
- Policies and Procedures are updated regularly by the OSHC and VAC Advisory Committee and Parents/Caregivers input are welcome.

### **OSHC National Quality Framework – OSHC NQF**

- The process of the National Quality Framework leads to the accreditation of the service.
- OSHC NQF provides opportunities for the OSHC and VAC Community to have an input in regards to the quality of care provided by the Redwood Park OSHC and VAC service.
- OSHC NQF is to ensure that children attending OSHC and VAC have stimulating, positive experiences and interactions that foster their self-esteem and confidence.
- Families will be required to contribute to the process in a variety of ways so take the opportunities to assist and to give feedback to enable the service to continually improve on current practices and to be accredited as providing a quality care service for children.

#### **The aim of the service is to be viewed as a Quality OSHC and VAC service that**

- Has clear goals that reflect the philosophy agreed to by Families, Staff and Management which guides all activities at the service.
- Appreciates, includes, respects and fosters the individuality and the interdependence of all children attending the service
- Considers the appropriateness of experiences and activities affecting the children in relation to their interests and level of development.
- Recognises the value of social interactions and recreational experiences for school age children
- Encourages families to become involved in the service and fosters the relationship between families and staff so they can support each other in their complementary roles.

## **Suggestions, Feedback, Critical Comments**

- It is an essential part of the continual improvement plan at OSHC and VAC that all Parents/Caregivers have an opportunity to provide feedback to the service.
- Along side the attendance record there is the possibility for Parents/Caregivers to provide feedback to the service through the suggestion book.
- Feedback can also be given directly to anyone in the staff team but it is a requirement for Quality Assurance that documentation of feedback is available to view so the trail from the suggestion to possible implementation is visible.
- If at anytime, Parents/Caregivers are unsatisfied with specific areas of the service provided, it is vital that the service is informed so any remedial action can be taken where possible.

## **Signing Enrolment Form**

Now that you have finished reading this book please ensure you have signed the enrolment form to indicate you understand everything detailed.

Not sure about something? Please speak to the Director or Assistant Director for any clarifications.