

# Glenelg

## Out of School Hours Care

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*Providing quality care  
in a safe and happy environment*

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# Family Handbook

IT IS OUR WISH FOR EVERY CHILD WHO ATTENDS GLENELG OUT OF SCHOOL HOURS CARE TO GAIN SELF ESTEEM, SELF CONFIDENCE AND FULFILLMENT THROUGH ALL THE EXPERIENCES THAT THEY SHARE AT THE SERVICE.



## **PHILOSOPHY STATEMENT**

The Educators at Glenelg Out of School Hours Care (OSHC) are committed to fostering the development of self-esteem and confidence in our children. We respect the individual needs of children and families and promote open communication at all times. We believe that the activities offered during the Before and After School and Vacation Care programs should have a recreational focus while producing educational outcomes. We believe that children's physical and emotional development is enhanced by healthy eating habits and the provision of a clean and safe environment. We believe that ongoing assessment of policies and procedures is essential in providing a quality service. We understand that children thrive in an environment where staff are happy and work well as a team, providing clear and consistent expectations and consequences.

Therefore we:

- Provide a range of activities that engage and challenge children across multiple levels and in an age-appropriate manner.
- Encourage negotiation with children and families in key aspects of the service including programming and diet.
- Promote a sense of ownership of the service through recognition of children's and families' individual decisions and achievements.
- Ensure equal access to all aspects of the service regardless of age, gender, disability, ethnicity or home culture.
- Have identified 4 key learning areas, in consultation with the My Time Our Place Framework that we believe are both important and appropriate. They are: The Arts, Physical Activity, Science and Technology and Imaginative Play.
- Provide opportunities for community feedback through verbal communication, Parent Handbook feedback sheets Parent Communication Book and/or a suggestion box.
- Promote healthy eating habits by providing nutritional snacks.
- Model hygienic practices when preparing food and cleaning and maintaining the OSHC environment.
- Ensure adequate Educators: children ratios at all times and promote Occupational Health Safety & Welfare practices.
- Budget for ongoing training and development for all educators, offer opportunities for educators input and involvement within the service and provide an annual managing-up process.
- The service follows the My Time Our Place Framework for School Age Care, and we acknowledge and support the vision for children's learning through play and leisure in our program.

## **KEY INFORMATION**

## ***Communication***

### **Glenelg OSHC**

C/o Glenelg Primary School

Diagonal Rd., Glenelg East SA 5045

Ph #: **8376 0682**

Fax #: **82952390**

Mobile# : **0409 274 903**

Email: [glenelg.oshc253@schools.sa.edu.au](mailto:glenelg.oshc253@schools.sa.edu.au)

### **Childcare Benefit Provider Numbers**

Before School Care 555 009 395C

After School Care 555 009 238L

Vacation Care 555 009 530V

All families may seek assistance through the Family Assistance Office (13 61 50). An application to receive Child Care Benefits must be lodged with Centrelink. If you receive Child Care Benefit, it will be deducted from the above fees.

Permanent and casual bookings for each Before School Care (BSC) and After School Care (ASC) components may be made in person ,through the Parent/Caregiver communication book located at the OSHC desk or by telephone with a detailed message and for new families with the attached booking sheet. Vacation Care (VAC) bookings must be completed with a VAC booking sheet each term for the following holiday period (see VAC section).

Information regarding the service is delivered to families via the parent sign in/out desk, through OSHC accounts and OSHC newsletters and via the school newsletter which is distributed to the children through their classrooms on a fortnightly basis.

Service information will be translated into other languages and formats if required.

## ***Age Groups***

Glenelg OSHC accepts primary school age children, Reception to Year 7. Five year olds can begin in the Vacation Care immediately prior to the commencement of their first school term.

### ***Hours of Operation***

<i>Before School Care</i>	7:00am – 8:30am
<i>After School Care</i>	3:15pm – 6:00pm
<i>After School Care (Last Day of Term)</i>	2:30pm – 6:00pm
<i>Vacation Care</i>	7:00am – 6:00pm
<i>Pupil Free Days</i>	7:00am – 6:00pm

### ***Late Collection***

Parents who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement, if other than an authorised person on the enrolment form. This advice should be in writing.

If the parent has not contacted the service and the child has not been collected 10 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection (see Fees policy).

If no-one can be contacted and the child has not been collected within a reasonable amount of time after the service's normal closing time, Crisis Care may be contacted and asked to take responsibility for the child.

Glenelg OSHC reserves the right to charge parents who are consistently late to pick up their child (ren) a fee of \$5.00 per minute for every minute of care past 6:00pm.

### ***Fees***

#### **Before School Care**

7:00am – 8:30am      \$10.00

#### **Pupil Free Days**

7:00am – 6:00pm      \$52.00

#### **After School Care**

3:15pm – 6:00pm      \$14.50

#### **Vacation Care**

7:00am – 6:00pm      \$52.00

There are no additional charges for excursions and other activities.

These fees are subject to change.

### ***Additional Fees***

The Federal Government has set our allocation of Child Care Benefit places as follows:

*Before School Care*      50 places

<i>After School Care</i>	115 places
<i>Vacation Care</i>	80 places

It is necessary to complete the attached enrolment form and booking sheet indicating which mornings/afternoons your child (ren) will be attending. Allowances can be made for families with different requirements each week, or if your child (ren) only attends on a casual basis.

Families who are entitled to CCB have 42 days of allowable absences per child per year. Parents who have CCB will be charged the Service's full fee for non attendance however CCB will be claimable for each allowable absence up to the 42 days per child per year. After 42 days of allowable absences have been taken, further absences will be charged at the full service fee.

### ***Payment***

The Glenelg OSHC Centre is a self-funding group. The fees paid by parents for their children's care support the program and directly benefit your child. Costs and fees are kept comparatively low because facilities and grounds are provided by Glenelg Primary School.

Payments can be made by cash, credit card and cheque at the Glenelg OSHC office, situated in the Junior Primary Building, during opening hours, excluding BSC session hours. Alternatively cash, cheque, credit card or EFTPOS payment can be made at the school office between 8:30am – 10:00am.

You will receive an account on a weekly basis, through your alphabetised folders in the OSHC Office [if payment has not been made on a regular basis accounts will be sent to the class rooms or posted] this helps to keep the costs down, so please check for your account on a regular basis.

Regular, prompt payment of fees is appreciated. Unpaid accounts will be referred to our debt collection agency and pursued to the point of legal action where necessary. Glenelg OSHC reserves the right to exclude families from the centre if their account exceeds \$150.00 per child or not paid on a regular basis [remains unpaid and unaddressed for more than two weeks].

## **VACATION CARE**

Parents wishing to enrol their children in Vacation Care should obtain a copy of the relevant program and complete a booking sheet. We are licensed to offer 80 places each day so prompt booking is essential to avoid disappointment. Staffing and programming is planned according to booked numbers.

Vacation Care enrolment forms will be available in week 6 of each term. The program will not be made available to the wider community until week 7, so that families from Glenelg School will have first preference. It is the responsibility of the parent to make the effort to book early and to have a good idea about when they will need care for their children.

Enrolments will be taken according to the Commonwealth Government Priority of Access guidelines it will be applied as follows:

**First priority:** a child at risk of serious abuse or neglect.

**Second priority:** a child of a single parent who satisfies, or both parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

**Third priority:** any other child.

Your child's name will be written on the list(s) for the day(s) required and a copy of these dates will be recorded on your copy of the Vacation Care program. Any days that your child is on a waiting list will be marked accordingly on your sheet. The program sheet you receive represents the contract we have entered into and your child will be expected to attend on the appointed days.

**Please be aware of the following VAC booking conditions:**

- Any permanent bookings cancelled after week 8 of each term will be charged a cancellation fee equal to the **full VAC fee** if the position can't be filled off the waiting list. This fee is subject to CCB and CCR if you have not used all your 42 days of allowable absences. All absences beyond the first 42 will only receive CCB as additional absences if evidence is provided under a permitted circumstance. (See CCMS Handbook).
- If a position has been accepted off the waiting list, the service must be notified of any cancellation within 48 hrs and if the position can't be filled then the **full VAC fee** will be applied. This fee is subject to CCB and CCR if you have not used all your 42 days of allowable absences.
- If your child/ren has been placed on the waiting list then it is the parents/caregivers responsibility to ring and check for availability.
- Families from the wider community are requested to pay a deposit for vacation care before bookings can be confirmed.
- OSHC management reserves the right to request payment prior to the Vacation Care commencement date where a history of poor payment exists.

No bookings will be taken over the phone and no booking can be confirmed until the paperwork has been sighted and you have your program sheet with the days of attendance recorded.

For Occupational Health, Safety and Welfare reasons and in accordance with Glenelg School's, children attending Vacation Care must wear closed in shoes (no slip-ons, thongs etc.) as these are inappropriate for the activities we offer. Shoes must be worn at all times. They must have a hat every day and during the Christmas Vacation, sleeveless dresses, t-shirts or blouses are not acceptable.

It is essential that parents/caregivers keep their program and display it clearly so that they and their child/ren are aware of what is happening each day and arrive on time, appropriately dressed, with the necessary equipment and prepared for weather conditions.

Children are provided with three snacks per day but are expected to bring their lunch or money to purchase lunch. Packed lunches should be manageable for children without any extra help from staff, including cooking or reheating in a microwave.

## **BEHAVIOUR**

We strive to keep the Glenelg OSHC Centre a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property. Children who frequently exhibit unacceptable behaviour may be excluded from the program.

### *Expectations*

In order to ensure that all children are safe, feel comfortable and are able to enjoy their time at OSHC we have a range of behaviour expectations. We expect all children to:

- ✚ Always follow instructions
- ✚ Always wear a hat when playing outside terms 1 and 4 as per our Policy
- ✚ Stay within supervised areas and never leave the school grounds
- ✚ Keep hair and clothes dry, even on hot days (unless partaking in a structured and supervised water play activity)
- ✚ Respect other people's space by not pushing, hitting or fighting with them
- ✚ Include everyone in their games (provided they are willing to join in appropriately)
- ✚ Listen carefully during meetings to ensure no important information is missed
- ✚ Respect other people's feelings by not teasing them or hurting their feelings
- ✚ Use appropriate language

### *Consequences*

If children do not meet these behaviour expectations then the following consequences will apply:

- ✚ First warning, child is reminded of our OSHC cultural values and questioned on how they might fix the problem and improve their own behaviour.
- ✚ Sit out of the activity or area for 5-10 minutes, asked to reflect on behaviour and possible positive outcomes.
- ✚ Removal from activity and redirected group activity or on own if preferred, with educator supervision and guidance.

Parents will be notified either verbally upon pick-up or via a note home.

Any physical harassment such as punching or kicking or any dangerous, threatening or malicious behaviour will result in instant removal from the group.

- The Director is available to discuss and assist with any concern a parent may have in respect of their child's behaviour or participation in the program.
- If the unacceptable behaviour persists the Director will consult with the child's contact at the school (teacher and /or principal) and in conjunction with the parent/guardian, seek advice from an appropriate agency or professional.
- After all of the above procedures have been followed and depending on the severity of the behaviour and whether or not the behaviour poses a risk to the care and safety of the other children and the health and safety of the Educators the following steps will apply:
  - The Director/Principal will contact the parent asking that they attend to their child's problem.
  - The child will be given reasonable time to respond positively to new strategies and the parent will be supported in this as far as possible.
  - If there is insufficient improvement the Director/Principal will contact the parent to advise them of this, and to explain that the child's attendance at the Centre is excluded for an appropriate amount of time in order to give the child time to modify his/her behaviour away from the Centre.
  - After this time the child may return to the centre and will be given reasonable time to display a positive change in behaviour.

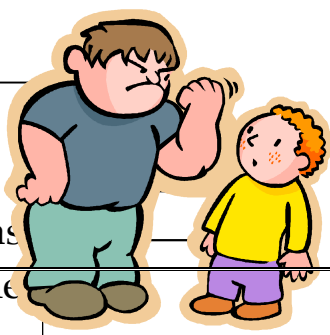
If the child does not demonstrate a positive change in behaviour the Director/Principal will contact the parent to explain that the child's attendance at the Centre will be excluded until such a time as the behaviour is corrected.

After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Director will discuss alternative care with the parent/guardian, in consideration of the health and safety of the other children in care.

## **CHILDREN'S GRIEVANCE PROCEDURE AT GLENELG OSHC**

### Step 1

Act like nothing has happened. Ignore the whole situation



### Step 2

"I" statements- Go to the person harassing you and tell them that you don't like what



## **PROGRAMMING**

Glenelg OSHC educators believe that activities offered to the children at Before School Care, After School Care and Vacation Care should have a recreational focus and where appropriate, should generate developmentally stimulating and educational outcomes. In consultation with the My Time Our Place Framework we have identified four key learning areas that we believe are both important and appropriate to include in our program. They are:



- ✚ Science and Technology
- ✚ Physical Activity
- ✚ Imaginative Play
- ✚ The Arts

We strive to developmentally stimulate each age group physically, socially, cognitively and emotionally and provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds.

Each Educator delivers an activity per week from our four areas.

This allows children to cultivate skills in a variety of developmental and learning contexts and enables them to develop relationships with a greater variety of children and Educators.

To ensure child and family input and involvement in the activities provided surveys and feedback forms are distributed and consulted when organising and finalising programs. In each care component we hold a meeting where children are invited to share ideas and comments about the program, their day, their families and their experiences.

## **NUTRITION**

Food provided at the Glenelg OSHC Service will be nutritious and varied. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. Parents will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs. Educators aim to model healthy eating practices; recognise individual differences in children's eating schedules; provide quantities appropriate to their age and make food choices that are culturally inclusive. To maintain quality practices in this area, staff regularly participate in menu planning (Based on *'The Australian Guide to Healthy Eating'* and receive professional training on healthy eating practices for school aged children.

## **HEALTH**

The Glenelg OSHC Service aims to provide a healthy environment in which children will grow and be safe. Educators aim to model appropriate health and hygiene practices in order to ensure the safe storage, preparation, cooking, handling and serving of food. Educators aim to effectively manage children with ongoing health needs by being aware of signs and symptoms of potential illness, having accurate and updated information about each child's health needs and having consistent and appropriate procedures in place. Preventative measures, through an infection control process, will be followed by all people in the Out of School Hours Care service at all times.

Children are encouraged to actively follow appropriate health and hygiene practices.

### *Exclusion*

Children and Educators with infectious diseases will be excluded from the service in accordance with departmental Administrative Instructions and Guidelines (AIGs) and National Health and Medical Research Council guidelines. The guidelines for exclusion can be found in departmental AIGs and Staying Healthy in Child Care.

A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.

If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.

If an Educator unwell, they should not report to work. Educators should contact the director or nominated committee member at the earliest possible time to advise of their inability to report to work.

In the case of serious ill health or hospitalisation, a child or staff Educator will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

### *Management of Children who are unwell.*

If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, an Educator will phone emergency contacts. Parents are requested to sign the Illness and Accident Sheet.

If a child requires immediate medical aid, the service educator will obtain that aid and notify the parent.

If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

### *Medication*

Service educators will assist with children's medication if:

- ✚ it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements and a Medication Plan must be completed
- ✚ it is an over-the-counter medicine that has been authorised by the child's doctor.
- ✚ the parent has completed and signed the service's Medication Day Sheet.

When Educators are to assist with a child's medication, it should be given directly to the educator member in charge, not left in the child's bag or locker.

Children eight years and over may, on the advice of their doctor, carry and take their own medication. Medication should be kept in a safe place out of reach of younger children and staff informed that the child is taking their own medication and of any possible side effects. This will be possible only where:

- ✚ the medication does not need secure storage
- ✚ the medication does not require refrigeration
- ✚ the coordinator is satisfied that potential access to the medication by other children did not create a risk.

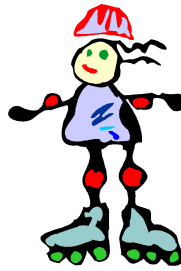
Educators must not prepare respirator or bronchodilator mixtures for use in air pumps. If a nebuliser is prescribed by a doctor, instead of a 'puffer', and it is necessary for the child to bring the pump to the service, the parent should supply an appropriately labelled container with the solution pre-mixed.

Where possible, before medication is given to a child, the Educator will verify the correct dosage with another Educator. After giving the medication the Educator will complete the following details on the Request to Administer Prescribed Medication Form (see forms at the end of this section).

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.

All illness at the service should be recorded on the Accident/Illness Record and signed by educators and caregivers.

If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child. Educators must not administer injections. In the case of children with chronic conditions which could be life-threatening, their medications must be available. Anaphylaxis Management will be performed by trained Educators. The OSHC Medical and Health form, completed by parents, should disclose immediate measures to be taken in a life-threatening situation. A summary of these should be prepared and made available to all Educators. Where additional advice is needed, the OSHC service director should refer the matter to the CYH medical officer for the area in which the service is located.



## SUN PROTECTION

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following expectations apply:

- Children and Educators are required to wear a hat which protects their face, neck and ears whenever they are outside. So please provide an appropriate hat for your child, the school uniform shop offers a suitable selection at a low cost.
- Children and Educators are required to wear hats during the Vacation Care Programs during Terms **one** and **four** in compliance with the Schools Hat Policy.
- Children who do not have their hats will be asked to play in an area protected from the sun or borrow one from the service if available. Borrowed hats will be washed on a weekly basis to ensure hygienic conditions.
- During vacation care and on a school's pupil-free days, outdoor activities/excursions will be scheduled before 10 am and after 3 pm when possible. Full day outdoor excursions will be planned to ensure children are not in the sun between the hours of 10am and 3pm. The availability of shade will be considered when planning all outdoor excursions and activities. Sunscreen is also a necessity on long day excursions.
- SPF 30+ broad-spectrum water-resistant sunscreen will be provided for Educators and children, and applied 20 minutes before going outside and not rubbed in. If possible, it is preferable for children to wear cover-up clothing, such as loose, light-coloured closely woven cotton garments with long sleeves and collars, for all outdoor activities (See Vacation Care booking conditions). If the brand of sunscreen used at the centre is not suitable for any child due to particular allergies it is the responsibility of the parent to provide an alternative product. Our service uses 30+ Sunscreen. Special consideration will be given to families who request that sunscreen not be applied to their child due to cultural norms or severe allergic reaction. A management plan will be developed with the parent to ensure the child is kept safe from harmful UVR rays and that the duty of care to the child is covered by the centre.
- In the event of extreme weather conditions i.e. heat and or rain, changes to the program may occur at the discretion of the Director (see vacation care booking conditions for more information)



## **SAFETY**

The Glenelg OSHC service aims to provide a safe environment in which children can play and explore their world free from harm. To avoid potential harmful situations clear physical and behavioural boundaries are applied and adhered to. In the event of an accident appropriate first aid will be administered by a qualified Educator [Senior First Aid]. In case of emergency at the service children and Educators are well trained and practiced in emergency procedures to ensure the safety and well being of everyone present. All Educators are trained in mandatory reporting and practice protective care for all children in our care. The safety measures that we have in place are in line with current licensing and standard regulations and OHS&W legislation.

## **VOLUNTEERS, STUDENTS AND VISITORS**

Volunteers 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 management committee representative to determine their suitability. All volunteers will be given clear guidelines in relation to their responsibilities and code of conduct while at the service. (See departmental AIGs; 1-99 Legal Liability and Management of Volunteers; 1-119 Self Insurance, Insurance and Risk Management-Voluntary Workers; 5-16 Volunteers and the Excursions Policy.) All Volunteers require Police Screening.

## **CONFIDENTIALITY**

The Glenelg OSHC Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, Educators 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 to know.

## **ADVISORY COMMITTEE**

The Glenelg OSHC Service will provide a quality Out of School Hours Care service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents, and educators in the operation of the service. The Advisory Committee will ensure that decisions are made in accordance with its constitution and in the best interests of the service.

The operator of the Glenelg OSHC Service is the Governing Council.

Parents are invited to become members of the Advisory Committee and/or to attend any Advisory Committee meetings. Contact the Director or Principal for further details.

## **EQUAL OPPORTUNITY**

The Glenelg OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of Educators. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Out of School Hours Care will be made available to the community in accordance with the Commonwealth 'Priority of Access Guidelines'. This service works collaboratively with Inclusion SA and Diversity Directions to ensure the needs of all children are met.

The service will actively promote the access and participation of marginalised groups (e.g. those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), both as employees and as users of the service. Educators aim to positively appreciate the differences among children and avoid stereotyping along cultural or social lines. Children with additional health, behavioural or emotional needs will be given while making every effort to include them in the day to day program. The needs and safety of all the children are considered when making decisions about children with additional needs joining the service. It is an expectation that all members of the OSHC community are treated with respect, understanding, kindness, fairness and courtesy.



## **ACCESS TO THE SERVICE**

Access for families and children to the Glenelg OSHC Service is non-discriminatory and has an anti bias approach. Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected. Other members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and Educators or the provision of training and experience to people in the children's services field.

Enrolments are subject to Commonwealth Government Priority of Access Guidelines (in Outside School Hours Care Handbook, DH&FS, 1998).

It is applied as follows:

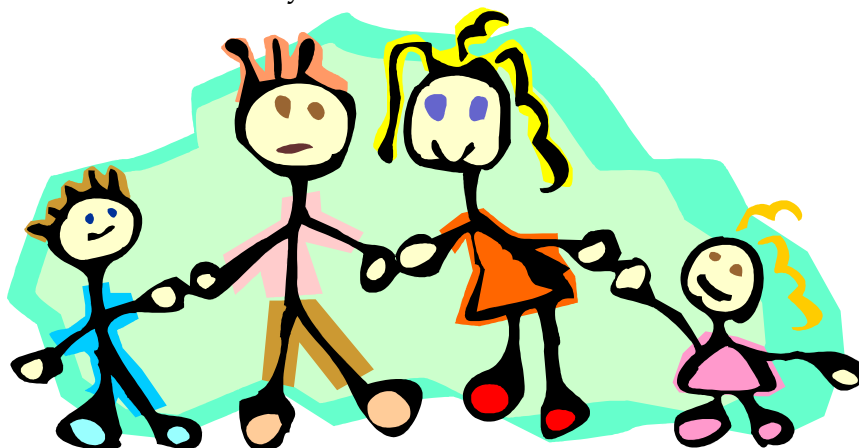
**First priority:** a child at risk of serious abuse or neglect.

**Second priority:** a child of a single parent who satisfies, or both parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

**Third priority:** any other child.

## **FAMILY AND COMMUNITY INVOLVEMENT**

The Educators at Glenelg OSHC provide a friendly and welcoming environment to encourage the participation of families. Educators are available to discuss the ongoing progress and wellbeing of children or any concerns you may have regarding the service. Families are encouraged to share any skills, knowledge and experiences they may have that could enhance the quality of the program. All policies and procedures relevant to this service are available to parents and the wider community at any time. Policies and procedures are reviewed annually and any input to this is welcomed by educators, families and the wider community.



## **OSHC National Quality Standards**

Outside School Hours Care National Quality Standards aims to provide school age children in Outside School Hours Care throughout Australia with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. The broad objective of N.Q.S. is to ensure that children in Outside School Hours Care have stimulating, positive experiences and interactions that foster their self esteem and confidence. It does this by defining quality in Outside School Hours Care, providing a way to measure the quality of care provided by the service and identifying areas for on-going quality improvement. OSHCNQS is a Commonwealth



Government initiative linked to Child Care Benefit and Establishment funding approval for outside school hours care service.

OSHCNQS is based on what is currently known about quality child care practice from both research and experience, and from wide ranging consultations across the Outside School Hours Care and the broader child care field. The Quality Indicators designed to guide the practices of outside school hours care services.

Glenelg OSHC has a continuing improvement plan addressing 7 Quality Areas. They are:

*QA1 Educational Program and Practice*

*QA5 Relationships with Children*

*QA2 Children's Health and Safety*

*QA6 Collaborative Partnerships with Families and Communities*

*QA3 Physical Environment*

*QA7 Leadership and Service Management*

*QA4 Staffing Arrangements*



## **GRIEVANCES**

The Glenelg OSHC Service fosters positive and harmonious relations between all members of the OSHC community. Every child, parent, committee member and educator has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

### ***Parents***

Parents will be provided with clear written guidelines detailing grievance procedures.

Parents will be provided with information about the service's philosophy, policies and procedures.



All confidential discussions with parents will take place in a quiet area away from others. Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

***Parent/Educator Conflict***

The parent should discuss the problem with the relevant staff Educator.

If, after discussion with the relevant educator, the parent feels action is necessary, they should take the matter up with the Director.

If the parent still feels the problem is not resolved, the Director may offer to take the matter to the Management Committee for guidance, or the parent may write directly to the committee to explain the problem.

The Committee will advise the director of its decision and the Director will convey that decision to the parent and Educator concerned, or the committee will write directly to the parent concerned to advise the decision.

***Parent/Management Conflict***

The parent should discuss the problem with the director

If the parent still feels, after discussion with the director, action is necessary, they should ask the director to raise the issue at the next management committee meeting.

Alternatively the parent may write directly to the management committee to explain the problem.

The management committee will advise the director of its decision and the director will convey that decision to the parent concerned, or the committee will write directly to the parent concerned to advise of the decision. If the parent still feels the problem is not resolved they can request that the matter be referred to the chairperson of Governing Council to be discussed further. The chairperson will discuss the issue further at the next meeting, at which time the committee's final decision will be made. The chairperson will write directly to the parent to advise the final decision.

**GLENELG SCHOOLS OUT OF SCHOOL HOURS CARE****Enrolment Form****SURNAME:** **CRN PARENTS DATE OF BIRTH****FAMILY CRN:** / /**Children**

1. Child's name

Child's CRN:

Date of birth

Teacher

Year level

Room number

2. Child's name

Child's CRN:

Date of birth

Teacher

Year level

Room number

3. Child's name

Child's CRN:

Date of birth

Teacher

Year level

Room number

4. Child's name

Child's CRN:

Date of birth

Teacher

Year level

Room number

**Parent/Carer Contacts****1. Name**

Relationship to child

Home address

Postcode

Home telephone

Email address

Mobile

Workplace

Work telephone

I would prefer to receive my OSHC invoices by email Yes No (Please circle)



1
2
3
The Centre needs to be notified if anyone other than an authorised person is going to collect the children
<b>Medical details</b>
<b>Child</b>
Does the child have or has the child ever had any of the following? If so please provide details including procedures/medications
Allergy      Yes    No
Asthma      Yes    No
Diabetes     Yes    No
Epilepsy    Yes    No
Other        Yes    No
<b>Child</b>
Does the child have or has the child ever had any of the following? If so please provide details including procedures/medications
Allergy      Yes    No
Asthma      Yes    No
Diabetes     Yes    No
Epilepsy    Yes    No
Other        Yes    No
<b>Child</b>
Does the child have or has the child ever had any of the following? If so please provide details including procedures/medications.
Allergy      Yes    No
Asthma      Yes    No
Diabetes     Yes    No
Epilepsy    Yes    No
Other        Yes    No

<b>Child</b>		
Does the child have or has the child ever had any of the following? If so please provide details including procedures/medications		
Allergy	Yes	No
Asthma	Yes	No
Diabetes	Yes	No
Epilepsy	Yes	No
Other	Yes	No
<p>Parents of children who develop symptoms of an infectious disease or who are considered to need the attention of a doctor will be contacted and asked to collect their child. A child in need of urgent medical attention will be taken to hospital by ambulance.</p>		
<b>Family Doctor</b>		
Name Telephone		
Address		
<b>Parent Declaration</b>		
I have read and understood the conditions of enrolment and acknowledge that:		
1. All children must be signed in and out appropriately.		
2. The supervision of children is strictly limited to the hours advised.		
3. The OSHC Centre must be notified of any cancellations or changes to bookings as per Glenelg OSHC booking conditions.		
4. The OSHC Centre reserves the right to refuse children on the basis of overdue or high accounts.		
5. Children who frequently exhibit unacceptable behaviour may be excluded from the program.		
6. I give permission for my child/ren to have photographs taken of them by OSHC Educator. The photographs may be displayed in the OSHC room or in the OSHC/Glenelg Primary School Newsletter.		
7. Payment conditions will be adhered to unless other formal arrangements have been agreed.		
8. I give consent for my child/children to watch "PG" rated movies and videos under the supervision of OSHC Staff.		

9. I authorise my child/children to participate in planned vacation care programs/excursions using a chartered bus driven by a qualified driver.

10. I give permission for my child/children to participate in "Wheels Day" activities at the Centre and understand that I am to provide Safety Equipment. I understand that children are required to wear safety helmets for these Activities.

11. I will apply sunscreen to my child/children just prior to them attending Vacation Care and OSHC and I am aware that sunscreen is provided by the Service for the children to apply to themselves whilst attending OSHC/VACATION CARE.

12. I understand and accept that if my child/children are found to be infested with Head Lice I will need to arrange for their immediate discreet collection from the service.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**OSHC BOOKING SHEET**

**FAMILY NAME:** \_\_\_\_\_

**CHILD'S NAME:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**AFTER SCHOOL CARE**

**PERMANENT BOOKINGS**

My child/ren need/s to be booked in on the following days, I understand that I must notify OSHC EDUCATOR if my child is not able to attend the Service.

Monday [ ]

Tuesday [ ]

Wednesday [ ]

Thursday [ ]

Friday [ ]

**Comments:**

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**CASUAL BOOKINGS**

[ ] My child only attends OSHC on a casual basis. I understand I will have to ring and notify OSHC EDUCATOR if he/she will be attending.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**BEFORE SCHOOL CARE**

**PERMANENT BOOKINGS**

My child/ren need/s to be booked in on the following days, I understand that I must notify OSHC EDUCATOR if my child is not able to attend the Service.

OSHC staff

Monday [ ]

Tuesday [ ]

Wednesday [ ]

Thursday [ ]

Friday [ ]

**Comments:**

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**CASUAL BOOKINGS**

My child only attends OSHC on a casual basis. I understand I will have to ring and notify OSHC EDUCATOR if he/she will be attending.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**CULTURAL AND DIETARY INFORMATION FORM**

<b>Cultural Information</b>		
Is your child Aboriginal or Torres Strait Islander?	<b>Y</b>	<b>N</b>
Country of Birth:	Date of Arrival in Australia:	
Language spoken at home:	Religion (Optional):	
Is the child studying English as a Second Language?	<b>Y</b>	<b>N</b>
Does your child identify with a non-English speaking culture?	<b>Y</b>	<b>N</b>
If so, which culture?		
Does your child attend an After Hours Ethnic School?	<b>Y</b>	<b>N</b>
If so, which school?		



# About You!

## Dietary Information

What foods does your child like to eat?

Name: \_\_\_\_\_

Age: \_\_\_\_\_

What foods does your child not like to eat?

What are your favourite foods?

If you went home after school what would you do?

D

If

Are there any special considerations regarding food choices for your child?

What are your favourite activities?

Inside

Outside

What are three things you are good at doing?

What is the best part of the day?  
Why?

Is there a special place you would like to visit?