

GRANGE PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

PARENT HANDBOOK



OUR PARENT HANDBOOK EXPLAINS IMPERATIVE INFORMATION YOU WILL NEED TO BE RESPONSIVE OF WHILST YOUR CHILD IS IN ATTENDANCE AT OUR SERVICE.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

We have an open door policy. You and your family are welcome to visit our Service at any time.

Revised September 2019



HOURS OF OPERATION

Before School Care: 7:00am – 9:00am

After School Care: 3:05pm – 6:00pm

Vacation Care/Pupil Free Days
7:00am – 6:00pm

Closed all Public Holidays,
Closed Christmas/New Year



www.grangeoshc.wix.com/grange



WELCOME

We would like to welcome you to Grange Primary School OSHC.

We provide a stimulating and fun program in a safe and friendly environment. Our OSHC has a play-based approach to learning and promotes children's agency and autonomy in their environment.

Throughout this handbook you will find lots of valuable information to help make your child's stay in OSHC enjoyable throughout the year. If you have any additional queries that are not answered in our handbook, please speak to our friendly educators.

We look forward to providing the best possible level of care for your child during their time at our Service.

Jasminka Huskic

Out of School Hours Care Director



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KEY CONTACTS

Out of School Hours Care

OSHC Enquiries

dl.1022.oshc@schools.sa.edu.au

OSHC Director

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Assistant Director

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Assistant Director

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Grange Primary School

Principal

Grant Small

Senior Leader Yr. 5 – 7

Mr Chris Philbrook

Senior Leader Yr. 3 – 4

Mr Nick Warren

Senior Leader F – 2

Mrs Carmen Fiedler

Enrolment Officer

Mrs Sophia Violi

Business Manager

Sharelle Brookes

School Enquiries

Email:dl.1022_info@schools.sa.edu.au





OUR PHILOSOPHY

Grange PS OSHC aims to provide high quality and recreational care for primary school aged children, in a friendly and comfortable environment, while their parents work, study or have respite. In accordance with school and community needs, the services provided include Before School Care, After School Care, Vacation Care and Pupil Free Days Care.

We believe that Out of School Hours Care is a valuable and integral part of Grange Primary School and the Local Community. We believe that it is a place where children can have fun, are able to play together, have the time to learn new and useful skills and are able to develop friendships and positive relationships with other children and adults. We encourage social interaction between children of different genders, religion and children with additional needs.

In order to meet these beliefs, we ensure that Grange PS OSHC is a safe, stimulating and caring environment. We do this by providing adult supervision, a relaxing and comfortable environment, and a range of challenging, rewarding and exciting activities that children can participate in on a day-to-day basis.

Grange PS OSHC acknowledges the importance of middle childhood and the OSHC staff have a current understanding of this age and the impact it has on children's play. We believe in the importance of play and understand the influence it has on all areas of development. We promote play at all times and encourage children to use their imagination and communication skills whilst interacting with others.

Grange PS OSHC encourages communication and social interactions by promoting group activities while recognising individual needs.

Staff encourage children to listen and respect the feelings of others. We also encourage responsible behaviours from the children.

At Grange PS OSHC we aim to be affordable, accessible and address the needs of families in the local community.

We encourage all parents to participate in the service and we respect families' right to have a voice in decision making. Grange PS OSHC encourages families to make suggestions about the running of the service and the program provided.

Grange PS OSHC has a process of collecting and gathering information about the children that attend OSHC in order to meet their ongoing needs and interests.

We always appreciate feedback and information regarding your child/ren from you as well as your children.





OUR GOALS

Grange PS OSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the My Time, Our Place Framework for School Age Care.

Our goals are to encourage children to:

- Have a strong sense of identity – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- Be connected with and contribute to their world – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- Have a strong sense of wellbeing – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- Be confident and involved learners – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- Be effective communicators – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.



OUR LOCATION

Grange PS OSHC Program has been operating since 1990, growing into a large dynamic program catering for more than a hundred families daily in the OSHC centre on the school site. The centre is located on the corner of Surrey St and Jetty St, Grange, in the red brick building next to The Lawson Hall.

Our address is: 39c Jetty St, Grange, SA, 5022. Our phone number is: (08) 8353 4917

After hours you can leave messages on our answering machine.

ACCESS AND AVAILABILITY

The OSHC program is accessible to all children inclusive of their physical, social, intellectual, cultural, or religious needs provided its facilities are suitable and can accommodate their needs. Since the Grange PS OSHC service is provided within the school grounds, it caters for children from Reception to Year 7 who have enrolled for the service. Numbers are in accordance with approved OSHC places for our school.

ENROLMENT

If you are NOT already enrolled at Grange PS OSHC services an Electronic Enrolment Form must be filled out on our website: www.grangeoshc.wix.com/grange. Please complete all areas carefully and clearly.

When enrolling, please speak to the Director personally as we will give you a tour of the OSHC facilities and also inform you of the availability of the days you request care.

If your child has any allergies or illnesses, please notify staff prior to your child's commencement of care in order for the appropriate measures to be taken for your child's health and wellbeing.

CHILD CARE MANAGEMENT SYSTEM (CCMS)

Our OSHC Service uses the CCMS, which is a national child care system that brings all approval childcare services online. We use this software to record child enrolment and attendance information. This data is reported to the Department of Education Employment and Workplace Relations (DEEWR) via the Internet to allow the calculation /payment of Child Care Subsidy (CCS) and fee reductions on behalf of children in OSHC.

Parents will also be able to access an online statement from the online services section of the Family Assistance Office (FAO) website to obtain details of the child care and payments. Parents/Guardians wishing to claim Child Care Subsidy must provide the Enrolling Parent's CRN Number, date of birth together with the Child's CRN Number and date of birth to our service.

Families who have enquiries regarding their eligibility and entitlements for CCS or who require a Customer Reference Number (CRN) should visit a Family Assistance Office (FAO) or telephone 13 6150.

Under CCMS parents/guardians will continue to deal with the FAO for all their CCB payments.

Parents/Guardians:

- Are still required to advise the FAO about any changes to their situation such as changes to income or a child commencing school.
- Will still need to tell their child care services the number of children in the family using the same type of care each week at all services used.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy is available to all families who are Australian Residents if their child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. The percentage of subsidy a family receives is based on their estimated combined annual income.

Please see our Fees Policy for further detail about CCS.

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

For further details, please speak to our Director or contact Centrelink on 136 150.

OSHC STANDARDS

Our OSHC is licensed by the Department of Education and Children's Services under the new National Quality Framework. Our registration is displayed on the wall.

QUALITY ASSURANCE: The objectives of the National Quality Framework are to:

- ensure the safety, health and wellbeing of children attending OSHC
- improve the educational and developmental outcomes for children attending OSHC
- promote continuous improvement by providing quality education and care in OSHC
- be part of a national system of administration within the National Quality Framework
- improve public knowledge, access to information, about the quality of OSHC

The National Quality Framework includes:

1. A national legislative framework of the OSHC Education & Care Services ("National Law")

2. The Education and Care Services National Regulations ("National Regulations")

3. A National Quality Standard consisting of 7 Quality Areas:

1. Educational Program
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

4. A national quality rating and assessment rating system to measure the standard of care that is being delivered by the children's service

5. A Regulatory Authority with primary responsibility for monitoring and assessment

6. A national body—ACECQA—to oversee the new system and guide its implementation

Grange PS OSHC has been assessed against all the elements of the National Quality Standard by a representative of the Regulatory Authority.

Our current accreditation status is: **EXCEEDING NATIONAL QUALITY STANDARDS.**

MY TIME, OUR PLACE FRAMEWORK

My Time, Our Place - Framework for School Age Care in Australia is part of the Council of Australian Government's reform agenda for childhood education and care and is a key component of the Australian Government's National Quality Framework for childhood education and care.

It is incorporated in the National Quality Standard to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions.

The Framework ensures that children in school age care have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development.

It supports and provides guidance to educators working with school age children in outside school age child care programs (OSHC).

PRIVACY STATEMENT

Any personal, family or medical information is collected for the purposes of care and supervision of the students. The Grange PS OSHC service will ask permission for any external excursions or the use of images or names of students or families to be used in the public arena including newsletters and images used by the school.

COMMENCING AT OSHC

Before your child commences at Grange PS OSHC, we will go through an induction process and take you and your child on a tour. We will also ask you and your child to fill in an "About Me" form so we can familiarise ourselves with your child.

OPENING TIMES

Grange O.S.H.C. provides care within the following times:

- | | |
|----------------------------------|---|
| * Before School Care | 7.00 to 8.45am |
| * After School Care | 3.05pm to 6.00pm |
| * Vacation Care | 7.00am to 6.00 pm during school holiday periods (except for approximately 2 weeks during the Christmas/New Year period when the OSHC closure is decided each year by the OSHC Advisory committee) |
| * Pupil Free/School Closure Days | 7.00am to 6.00pm |

FEES

The fees determined by the Governing Council are:

* Before School Care	7.00-8.45am	\$13.00
	8.00-8.45am	\$6.50
* After School Care	3.05- 6.00pm	\$18.00
	3.05- 4.00pm	\$9.00
* Vacation Care	\$55.00 full day (includes excursion costs)	
	\$27.50 half day - 5 hours (no excursion)	
* Pupil Free/School Closure Days	\$55.00 full day	
	\$27.50 half day - 5 hours	

There is no enrolment fee.

Accounts are issued to parents fortnightly and are to be paid within 7 days unless other arrangements for payment have been discussed with the Director.

PAYMENT OPTIONS:

- Eftpos / Credit - at the OSHC Office;
- Qkr/Bpoint
- Direct deposit into Grange PS OSHC Bank Account: **BSB: 065-151; Account: 01049 2416; Name: Grange Primary School Council Inc - OSHC**
- Schedule a regular payment through your banking institution; You can set up regular payments weekly, fortnightly or monthly for up to 24 months in advance.

Payments for Vacation Care are made in advance at the time of Vacation Care bookings.

BOOKINGS

Before & After School Care

It is essential that you make a booking with the Grange PS OSHC Centre for your child's attendance at Before School Care & After School Care. Please book at least one day in advance to enable us to make arrangements for the appropriate number of staff. Please phone 8353 4917 and leave a message if the service is unattended.

Pupil Free/School Closure Days

Advance bookings for Pupil Free/School Closure Days are essential, particularly as numbers are limited and it may not be possible to accept children at the last minute.

Vacation Care

Advance bookings for Vacation Care are essential, particularly as numbers are limited and it may not be possible to accept children at the last minute. Vacation Care booking policy is as follows:

- First Round - Children who have permanent bookings in Before School Care or After School Care for the usual days that they attend Before School Care or After School Care.
- Second Round - Children who attend Grange Schools. Also children from the first round who need additional days other than their usual days.
- Third Round - Families from the local community.

Dates of the rounds will be printed on the Vacation Care program info sheet. The First Round is usually in Week 5 of each term, but not always.

CANCELLATIONS

Before School Care cancellation fees apply as follows:

- Failure to cancel the Before School Care Booking - Full Fee \$13.00
- Cancellation before 6.00pm the night before care is required - No Charge
- Cancellation after 6.00pm the night before care is required - Full Fee \$13.00
- Cancellation on the morning care is required, due to the child being absent from school on that day due to illness. (with Medical Certificate provided) - No Charge

After School Care cancellation fees apply as follows:

All fees associated with permanent bookings shall be required to be paid in full if notice is not given prior to 09:00am on the day of the booking. CCB will apply in accordance with allowable and approved absence provisions

Vacation Care - cancellation fees apply as follows:

To receive a full refund, you must notify us at least 5 OSHC working days prior to care. If the phone is unanswered please leave a message on the machine including the date and time of call.

Pupil Free/School Closure Days - Cancellations, with a refund of fees, will only be accepted if received 48hours in advance. Families who fail to contact the Director late will be charged at the full Pupil Free Day Care rate.

DROPPING OFF CHILDREN

Children must not be dropped at the centre prior to opening times and will not be accepted until the official opening time. You cannot drop your child and leave them to walk to the service alone. We prefer that parents drop their children off and sign them in each morning. Grange PS OSHC will not accept responsibility for children arriving or leaving unaccompanied outside operating hours.

Parents/guardians over the age of 18 years **must** sign their child/ren in and out of the programme each day. This is a **legal requirement** for DEEWR and CCMS purposes and must be adhered to at all times.

COLLECTION OF CHILDREN

Only the person identified on the child's enrolment form is authorised to collect a child. If these details should change, the OSHC staff must be notified in advance. If a person unknown to the OSHC staff is collecting for the first time, then they will be asked to provide identification.

Afternoons: When collecting your child in the afternoon, you are required to sign them out electronically on the kiosk which is located in the Front Foyer. No sign out will incur a higher fee charged to your account.

Children *must be collected before 6.00pm*. If an emergency situation arises and you are going to be late, then notify the centre as soon as possible so appropriate arrangements can be made.

Two (2) educators must remain with the child/ren if they are not collected by closing time.

A late fee will be charged per child if not collected prior to the service closing.

The late fees are as follows:

\$100 for the first 10 minutes and \$1.00 per minute, per child, thereafter.

The late fee covers contribution costs to the service for overtime wages. This fee will be displayed on families' accounts.

PROGRAM

Grange PS OSHC provides tailored programs catering to all children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, Grange PS OSHC recognises the importance of learning through play in the development of children.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with OSHC Quality Assurance, children are asked for ideas or feedback to aid in our program development. We also communicate learning outcomes by having visuals such as a "What we did today" book which will provide the stories in what the children have achieved in their activities and accompanying it with the photos. The Director or Educational Leader will happily discuss any aspect of the program with interested families. Before and After School Care Programs are displayed at the service in the parent information area.

In general, children are able to choose activities to suit their needs and interests. Some include:

- Organised indoor and outdoor play and sports
- Cooking
- Art and Craft
- Board and card games
- Video games and TV
- Grange PS OSHC also provides a quiet non-interrupted space for children to do their homework.

BEFORE SCHOOL CARE 7am to 8:45am

During before school care, we aim to provide a quiet and relaxing program. Children have access to computers, games, craft or quiet reading/learning time. Children leave at 8:30am when the school staff is on duty. Young children will be walked to their classroom on request.

General Information

- It is **essential** that a booking be made prior to attendance.
- Children must be signed in on arrival.
- Children stay at Grange PS OSHC until a teacher commences yard duty at 8.30am.
- The staff/child ratio is 1 staff per 15 children.
- An enrolment and medical form needs to be completed by parents for all children participating in the Grange PS OSHC program.
- Children who want to play in the sun are required to wear a wide brimmed or legionnaires hat during term 1, 3 and 4. Children without a hat will be allowed to sit/play in shaded areas only.
- At Grange PS OSHC we promote healthy eating and provide a nutritional breakfast every day from 7.00am- 8.00am.

AFTER SCHOOL CARE 3.05pm to 6.00pm

After School Care is open each school afternoon. Staff are available from 2:30pm to take bookings, payments, speak to parents, and prepare afternoon tea and activities for the children. There is a consistent afternoon program for the children so that they can plan their activities and feel comfortable with the routine.

General Information

- It is **essential** that a booking be made prior to attendance.

- Children must be signed out before leaving by a parent/caregiver.
- Children will not be permitted to leave the centre boundaries unless on an accompanied excursion, or until they are collected by an authorised person.
- The staff/child ratio is 1 staff per 15 children.
- An enrolment and medical form needs to be completed by parents for all children participating in the OSHC program.
- Children who want to play in the sun are required to wear a wide brimmed or legionnaires hat during term 1,3 and 4. Children without a hat will be allowed to sit/play in shaded areas only.
- It is an expectation that parents notify the centre if their child is participating in any organised event (e.g. after school sport training) which makes it necessary for them to leave OSHC and return later.
- At Grange PS OSHC we promote healthy eating and provide afternoon tea from 3.10pm-3:45pm daily.

VACATION CARE 7:00am to 6:00pm

A special program is planned in advance for each Vacation Care period, and the program information is made available to parents/caregivers during Week 5 of each school term. Excursions are frequently offered in the Vacation Care program, and the costs of transport and entrance fees are included in the daily charge. The excursions are compulsory, and no care is available on those days at the centre.

General Information

- Bookings for Vacation Care are essential.
- Except on special occasions, all children are required to bring their own lunch, snacks & drinks. Please note that due to an increase in nut allergies in many children, Grange PS OSHC discourages children from having nuts or nut based spreads for lunch or snacks whilst at Vacation Care.
- Children must be signed in on arrival
- Children must be signed out before leaving by a parent/carer.
- Children who want to play in the sun are required to wear a wide brimmed or legionnaires hat during play *all year*. Children without a hat will be allowed to sit/play in shaded areas only.
- Excursions may be planned for specific days. A permission form to attend excursions **MUST** be signed by the parent/caregiver before students can attend excursions.
- Children are transported to excursions by a variety of means including taxi, bus, train and on foot. Children are supervised whilst on these modes of transport.
- See the program for when we are doing a “Shop Order”. This is when the children can buy their lunch with money brought from home, a Staff member will pick up their lunch order from our local cafe.
- The staff/child ratios are 1 staff per 15 children at the centre, 1 staff per 8 children when going on excursions, and 1 staff per 5 children when swimming.
- Hours: All school holidays from 7.00am - 6.00pm (except for approximately 2 weeks during the Christmas/New Year period when the OSHC closure is decided each year by the Grange Governing Council)

Bookings for Vacation Care are taken based on the Grange PS OSHC Booking Policy. A copy of this policy is available to parents/caregivers at any time and is located in the Art Space at Grange PS OSHC. Please ask a staff member for more details.

PUPIL FREE/SCHOOL CLOSURE DAYS 7:00am to 6:00pm

The Grange PS OSHC service is open on Pupil Free and School Closure Days. Please refer to the Vacation Care General Information for these days.

PRIORITY OF ACCESS

Grange PS OSHC follows the Commonwealth Government's Priority of Access Guidelines for children accessing the service.

Every approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

First Priority - A child at risk of serious abuse or neglect

Second Priority - A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act

Third Priority - Any other child

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families who are on income support;
- children in families from a non-English speaking background;
- children in socially isolated families; and
- Children of single parents

MEDICAL & ENROLMENT FORMS

Children cannot be accepted into the program until their Medical details are provided and an online Enrolment is completed.

Information about medical conditions, health problems, additional needs and medications must be provided to ensure that we are able to provide appropriate care for your children.

It is the responsibility of parents to notify the Director of any relevant or important information relating to the care, collection or supervision of their children.

MEDICATION/HEALTH CARE PLANS

Grange PS OSHC staff require a written health care plan from your child's doctor/treating health professional to plan for special needs. Health care plans are used for Asthma, Epilepsy, Anaphylaxis, and Diabetes etc. If your child requires medication, a permission to administer medication form must be signed by the doctor before medication can be administered by the OSHC staff or self-administered by a child over 8 years of age.

All medication must be supplied in the original container with the pharmacy label and the child's name clearly marked on the container. Children are not permitted to carry medication in their bags and must give all medication to a staff member. This medication will then be stored in a locked cupboard until children are collected.

ACCIDENTS/EMERGENCY CONTACT NUMBERS

If an accident happens to your child, an attempt will be made to contact you immediately. Therefore, it is very important that Grange PS OSHC has current contact details (home, work & mobile) of yourself or other people whom you nominate when you are not available. This information is requested upon enrolment.

Please notify us of any changes during the year.

In the case of serious accidents, an ambulance will be called immediately.

HATS/SUN PROTECTION

Following the guidelines of the Cancer Council of S.A., children who want to play in the sun are required to wear a wide brimmed or legionnaires hat during play. These two styles of hats (wide brimmed and legionnaires) are available from the Grange Schools front office. Children without a hat will be asked to play inside.

Each child who attends OSHC on a regular basis (has a permanent booking) is entitled to and will be provided with a lime green, soft-rimmed bucket hat free of charge. The green hat will provide sufficient protection from UV rays and has an adjustable toggle to ensure it will fit heads of all different sizes. The hats are to be worn at OSHC only, and will be clearly labelled with your child's name. We ask that children keep them safe in their school bags at all times, ready to be used at OSHC whenever needed.

Sun block will be applied if necessary, at the discretion of the Grange PS OSHC staff.

NUT ALLERGIES

We have several children who have severe allergies to nuts and nut products. If these children come into contact with nuts or nut products, they can have a severe reaction and go into anaphylactic shock. Anaphylactic shock is a life threatening reaction. We ask parents/carers to help keep our children safe at Vacation Care and make the choice not to send nut or nut products in their child's lunch.

STAFFING

Grange PS OSHC is staffed by a Director, Assistant Directors, Team Leaders; Qualified Staff & Unqualified Staff. You will find the names of our staff members on the board in front of the office.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Safeguarding Children and Young People Policy. Staff have obtained, or applied for, and given to the Licensee of the service, a current positive suitability notice under the Working with Children (Risk Management and Screening) Act 2000.

CHILD/EDUCATOR RATIOS AND SUPERVISION

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework.

Grange PS OSHC will always have a minimum of two staff onsite at all times regardless of the number of children attend.

The staff/child ratios are 1 staff per 15 children at the centre, 1 staff per 8 children when going on excursions (Vacation Care), and 1 staff per 5 children when on a swimming excursion (Vacation Care).

STAFF UNIFORMS

The centre has a uniform which staff are expected to wear at all times.

MANAGEMENT COMMITTEE

Grange PS OSHC Centre is administered by Grange Schools Governing Council and an OSHC Advisory Committee which reports to Governing Council. The Advisory Committee comprises of parents of the OSHC children, Management of Grange School, the OSHC Director and Assistant Director. Management liaison persons' contact details are available from the Director.

The Grange PS OSHC program invites and encourages participation of parents in the operation, management and financial security of the program, and is ensuring that their children are given a safe, enjoyable and valuable experience whilst in our care.

Parents are encouraged to participate on the OSHC Advisory Committee, and to express their concerns and ideas to staff. Every attempt is made to ensure that adequate information is given to parents about the OSHC program, all activities and outcomes of the service.

The service has a wide range of policies and procedures on a variety of issues, routines and plans. These are reviewed regularly by the Advisory Committee and ratified at Governing Council when changes are made. These are available for families to access by the Parent Information Board in the Policy and Procedure folder.

Grange PS OSHC Advisory Committee meets once every school term in Week 5, Wednesday night at 6.15pm. The meetings have duration of 1 hour in most cases.

Grange PS OSHC invites ongoing feedback from children, families and caregivers and treats all communications in a confidential way. Please feel free to give feedback of the service to any of our staff. Other means of communication include calling us on 8353 4917, mailing to 39C Jetty St, Grange SA, 5022 or emailing us at .

LOST PROPERTY

Lost property is held in the foyer of Lawson Hall. To ensure the safe return of any of your child's garments, **please label all items with a laundry marker.**

NEWSLETTERS

Our newsletter is distributed once a term. Newsletters contain information about management changes, changes to Legislation that may affect families, staff changes at the centre, programming information and general information for families.

PARKING

Parents are to use the area at the front/side of the school on Jetty or Surrey Street.
Parents are not to use staff car park.

BEHAVIOUR MANAGEMENT

At Grange PS OSHC the management of children's behaviour is essential for the provision of a safe, interesting, relaxed and happy environment for all children. The Grange PS OSHC follows and embeds the school values of be kind, give best effort and show respect.

“The Grange Way” is a specific list of guidelines that each student that attends OSHC follows.

“The Grange Way is that the:

Students agree to:

- Treat other children and staff with respect
- Respect OSHC equipment and environment
- Use acceptable language
- Follows staff instructions
- Be good role models

Staff agree to:

- Always listen and respect all children
- Have exciting and interesting excursions and activities to do
- Use acceptable language
- Ensure the safety of all children at OSHC
- Be good role models

GRIEVANCE PROCEDURES

The Grange OSHC Program fosters positive and harmonious relations between all levels of management. Every committee member 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/Carers

- Parents/carers will be provided with clear written guidelines detailing grievance procedures.
- Parents/carers will be provided with information about the service's philosophy, policies and procedures.
- All confidential discussions with parents/carers will take place in a quiet area away from others.
- Parents'/carers' names remain confidential. Parents/carers will have the option of remaining anonymous in providing written information.

Parent/carer and staff conflict

- The parent/carer should discuss the problem with the relevant staff member.
- If, after discussion with the relevant staff member, the parent/carer feels action is necessary, they should take the matter up with the director/coordinator.
- If the parent/carer still feels the problem is not resolved, the director/coordinator may offer to take the matter to the management committee for guidance, or the parent/carer may write directly to the committee to explain the problem.
- The committee/operator will advise the director/coordinator of its decision and the director/coordinator will convey that decision to the parent/carer and staff member concerned, or the committee/provider will write directly to the parent/carer concerned to advise of the decision.

Parent/carer and management conflict

- The parent/carer should discuss the problem with the director/assistant director.
- If the parent/carer still feels, after discussion with the director/coordinator, action is necessary, they should ask the director/assistant director to raise the issue at the next management meeting, or with the operator. Alternatively, the parent/carer may write directly to the management committee/provider to explain the problem.
- The management committee/provider will advise the director/assistant director of its decision and the director/assistant director will convey that decision to the parent/carer concerned, or the committee/provider will write directly to the parent/carer concerned to advise of the decision. If the parent/carer still feels the problem is not resolved they can request a meeting with the chairperson/provider to discuss the matter further. The chairperson/provider will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The chairperson/provider will write directly to the parent/carer to advise of the decision.

South Australian State Schools Term Dates

	Term 1	Term 2	Term 3	Term 4
2019	29 January - 12 April	29 April - 5 July	22 July - 27 September	14 October - 13 December
2020	28 January - 9 April	27 April - 3 July	20 July - 25 September	12 October - 11 December
2021*	27 January - 9 April	27 April - 2 July	19 July - 24 September	11 October - 10 December
2022	31 January - 14 April	2 May - 8 July	25 July - 30 September	17 October - 16 December
2023	30 January - 14 April	1 May - 7 July	24 July - 29 September	16 October - 15 December
2024	29 January - 12 April	29 April - 5 July	22 July - 27 September	14 October - 13 December
2025	28 January - 11 April	28 April - 4 July	21 July - 26 September	13 October - 12 December

*Please note that the 2021 term dates were updated in February 2019.

POLICIES & PROCEDURES

The following is a comprehensive listing of Grange Primary School OSHC policies and procedures. If you have any questions regarding any of the policies or procedures listed here, please contact us at 08 8353 4917.

Policy Group 1: Service Philosophy and Goals

- 1.1 Philosophy Statement
- 1.2 Goals

Policy Group 2: Children

- 2.1 Respects for Children
- 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm
- 2.3 Educator Ratios
- 2.4 Arrivals and Departures of Children
- 2.5 Reporting of Child Abuse
- 2.6 Behaviour Support and Management
- 2.7 Exclusion for Behavioural Reasons
- 2.8 Anti-bullying
- 2.9 Inclusion and Anti-bias
- 2.10 Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm Policy
- 2.11 Including Children with Special/Additional Needs
- 2.12 Use of Photographic and Video Images of Children
- 2.13 Bookings and Cancellations
- 2.14 Children's Property and Belongings

Policy Group 3: Program

- 3.1 Educational Program Planning
- 3.2 Program and Documentation Evaluation
- 3.3 Educators Practice
- 3.4 Homework
- 3.5 Excursions
- 3.6 Transports for Excursions
- 3.7 Physical Activity
- 3.8 Extra-curricular Activities
- 3.9 Creative and Expressive Arts
- 3.10 Observational Recording
- 3.11 Interaction with Children Policy

Policy Group 4: Health and Wellbeing

- 4.1 General Health and Safety
- 4.2 Infectious Diseases
- 4.3 Hygiene
- 4.4 Preventative Health and Wellbeing
- 4.5 Illness and Injury
- 4.6 Medication
- 4.7 Sun Safety
- 4.8 Children's Toileting
- 4.9 Anaphylaxis Management
- 4.10 Emergency Health and Medical Procedure Management
- 4.11 Non Smoking
- 4.12 First Aid Waste Management

4.13 Infectious Diseases Response Strategy

4.14 Asthma

Policy Group 5: Food and Nutrition

5.1 Food Handling and Storage

5.2 Food and Nutrition

5.3 Food Act Compliance

5.4 Food Audit

5.5 Cleaning and Sanitising

Policy Group 6: Provision and Safety of Facilities

6.1 Space and Facilities Requirement

6.2 Provision of Resources and Equipment

6.3 Workplace Health and Safety

6.4 Shared Facilities

6.5 Management of Poisonous Plants and Fungi

Policy Group 7: Emergencies

7.1 Emergency Equipment and Facilities

7.2 Drills and Evacuations

7.3 Harassment and Lockdown

7.4 Fire Safety Compliance

Policy Group 8: Educators, Staff Members and Volunteers

8.1 Role and Expectations of Educators

8.2 Educational Leader

8.3 Recruitment and Employment of Educators

8.4 Educator Professional Development and Learning

8.5 Volunteers

8.6 Employee and Volunteer Grievance

8.7 Workplace Harassment and Bullying

8.8 Employee Performance Monitoring, Review and Management

8.9 Employee Code of Conduct

8.10 Employee Orientation and Induction

8.11 Employee Leave

8.12 Employee Qualifications – Monitoring Progress

8.13 Employee Health

8.14 Employee Online Social Networking

8.15 Children of Employees

8.16 Employee Immunisation

Policy Group 9: Parent, Family and Community Relationships

9.1 Access

9.2 Enrolment

9.3 Communication with Families

9.4 Communication with Community

9.5 Complaints Handling

9.6 Parent and Community Participation

9.7 Management of Intoxicated or Persons Under the Influence

9.8 Parent Conduct

Policy Group 10: Management and Administration

- 10.1 Quality Compliance
- 10.2 Role and Composition of Management Committee
- 10.3 Budgeting and Planning
- 10.4 Fees
- 10.5 Approval Requirements under Legislation
- 10.6 Supervisor Certificate
- 10.7 Insuring Risks
- 10.8 Information Handling (Privacy and Confidentiality)
- 10.9 Risk Management and Compliance
- 10.10 Managing Compliance within the Service
- 10.11 Management Code of Conduct
- 10.12 Information Technology
- 10.13 Purchasing
- 10.14 Record Back-up and Off-site Information Handling
- 10.15 Asset Management
- 10.16 Intellectual Property and Copyright
- 10.17 Strategic Planning
- 10.18 Court Orders and the Release of Children in Care
- 10.19 Policy Development, Sourcing and Review

Policies are located in the OSHC office. Please ask a staff member to direct you to policies.

Our policies and procedures are reviewed annually by the Management Committee and ratified by the Governing Council. Review and ratification dates are located on the bottom right hand corner of each policy.

2019