

FAMILY HANDBOOK

ST LEONARDS PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

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1. Our Philosophy

Our Educators at St Leonards Primary School – Out Of School Hours Care (OSHC) aim to provide a stimulating, creative, safe and caring service with a learning program that is exciting and fun. Whilst children are guided and supported, we also wish for them to use their own initiative and imagination. Children learning through play is the key to learning for all. This promotes positive self-esteem, confidence and respect for themselves and others.

Our Educators believe that we develop positive relationships and interactions with children and their families which provide them with a sense of belonging within our community.

Our Educators believe that children, their families the wider community play an important part in providing a successful program for all children with diverse ages, backgrounds, ethnicities, abilities and disabilities to promote inclusion, respect and independence for everyone.

We provide a weekly program that encompasses children’s interests, suggestions and special events throughout the year. Families and children are encouraged to give us feedback and to be involved participants with the service.

When presented, Educators will enrich their working knowledge through their ongoing learning to improve. We believe that an enthusiastic and professional management committee will assist in maintaining a successful service.

Children have the right to feel safe and protected in their learning environment, so Educators will comply by the Work Health & Safety protection requirements.

Our children have also suggested ideas which have been included below:

- Hands off feet off
- Fair play and interaction
- Fun at OSHC is like having a treehouse
- Food that the children like and enjoy
- Including and being inclusive involving children in play
- Being kind to each other
- Being responsible at OSHC and to help around OSHC
- Having roles and responsibilities
- Having respect for each other
- Having resilience
- Increasing our independence

2. Service Information

2.1 Operating Hours

Before School Care: 7.00am – 8.30am (includes Breakfast Club – finishes at 8.15am)

After School Care: 3.05pm – 6.00pm

Early Finish ASC: 2.05pm – 6.00pm

Vacation Care: 7.30am – 6.00pm

Pupil Free Day: 7.30am – 6.00pm

OSHC Closures: Public Holidays and two weeks over the Christmas Holidays. Families will be notified of these dates as soon as practicable at the start of each year.

2.2 Fee Structure

The table below outlines yearly full fee rates and are subject to change

Session	Full Fee
Before School Care, BSC (1hr)	\$ 18.00
After School Care, ASC (3hrs) After School Care, Late Collection Fee (<i>after 6pm - per child</i>)	\$ 26.00 \$20 for first 5 mins (until 6.05pm) \$15 per 1 minute after 6.06pm
ASC, Early Closure 2.05pm (4hrs)	\$ 28.00
Vacation Care, In House (10.5hrs) Pupil Free Day, In House (10.5hrs)	\$ 52.00
Vacation Care, Visitor (10.5hrs)	\$ 57.00
Vacation Care, Excursion (10.5hrs) Pupil Free Day, Excursion (10.5hrs)	\$ 67.00

Note: All Incursion and Excursion costs are included unless specified on the Vacation Care or Pupil Free day program.

Accounts are generated weekly and forwarded via email.

Please note, the service cannot accept children to the program until outstanding fees are paid. If you are experiencing financial hardship, please feel free to speak to the Director who will assist in organising a payment plan for you.

2.3 Late Collection of Children

OSHC Closes at 6pm. A late fee will apply when children remain after 6pm. The fee is \$20 per child for the first 5 minutes and \$15 per 1 minute per child after 6.06pm. Please note, CCS entitlements cannot be applied to these charges. If your child has not been collected by 6.00pm staff will attempt to contact the parent/caregiver, and then the emergency contacts nominated on your child's enrolment form. If staff are unable to locate anyone to collect the child by 6.30pm, the Families SA Crisis Care Service will be contacted (Ph: 131611).

2.4 St Leonards Primary School Governing Council

The Governing Council is the approved provider of the Out of School Hours Care service. The Governing Council is comprised of families who have children attending the school and also the leadership team of St Leonards Primary School. The Governing Council are involved with the overall management of the service and are responsible for approving legislative, financial and educator changes within the service.

2.5 OSHC Sub-Committee

The OSHC Sub-Committee works in partnership with St Leonards Primary School OSHC. The Committee includes a Governing Council Representative, a Senior Member of the School Educators, OSHC Director/Assistant Director and at least 1 parent of a child attending the OSHC Service. The OSHC Sub-Committee meets twice a term to discuss the overall operation of the Service.

2.6 Confidentiality

The OSHC Director/Assistant Director and all Educators have access to a wide range of information. Please rest assured that all Educators acknowledge and respect the right to privacy of our children, families and Educators and will act in a manner that safeguards this. For further information please refer to our Confidentiality & Records Procedures Policy.

3. Enrolments and Bookings

3.1 Licensed places

St Leonards Primary School OSHC is approved for the number of 70 bookings determined by the Commonwealth Government. If the service receives bookings over the approved number of places, a waiting list will then be utilised at the discretion of the Director.

3.2 Enrolment Process

The enrolment process is the same for every family. Families are required to fill out an enrolment form provided by the Educators prior to enrolling their child/ren into OSHC.

On our Enrolment Form we require updated health and dietary considerations (it is imperative that you update your child/ren health information yearly). Enrolment is a legal requirement. Please ensure all forms are completed for new attendances. In addition to this, a child can be refused enrolment if the family does not provide appropriate documentation and medication which is required for specific medical conditions.

3.3 Signing Children In/Out of OSHC

Our SPIKE Electronic sign in/out is simple and sustainable. Once you have enrolled, we will help you set up your sign in details and supply you with your own personal PIN code. Every person has their own code eg Aunty Vera has 12345, Grandma Ethel has 54321. If you have any problems signing your child in/out, please speak to one of our friendly Educators for assistance.

It is a legal requirement that all children are to be signed in and out from the OSHC building. We can not accept phone calls from parents outside the grounds as a form of signing in/out. Similarly, we cannot accept children entering OSHC without a legal guardian signing them in at the building. Failure to do so may result in your bookings being suspended or cancelled. ***This ensures the safety of your children arriving and leaving OSHC.***

3.4 Authorised Drop off and Collection Authorities

The safety of your child/ren is of the utmost importance to us. Therefore, we will not permit your child/ren to be released in to someone else's care without written permission or notification from the enrolling family member. It is the responsibility of the legal guardian to inform St Leonards Primary School OSHC Educators if someone different is collecting your child, even if you have provided written approval for this person. If Educators have not received instruction, we will need to ring the enrolling legal guardian to confirm with them before releasing your child. If the person whom is collecting is not on the "Authorised to collect" portion of the Enrolment Form, they will need to provide PHOTO ID when they come to collect your child/ren. If the legal guardian, wishes to update their "Authorise to collect" they will need to do this on their Enrolment Form and/or via email as we need written documentation. Please call the OSHC between 7.30am to 11am and 2pm to 6pm or alternatively email on oshc.stleonards865@schools.sa.edu.au to let us know.

3.5 Court Orders

If your family has any Court Orders or Custodial Arrangements, it is a requirement that a copy of any legal paperwork be passed on to the OSHC Director which will be filed with your child/rens enrolment form and noted on our electronic system.

3.6 Making Bookings

Before and After School Care

Families are able to book Before and After school care via Email, In person or over the phone on 8294 1990 (answer machine for out of hours).

OSHC Office hours are 7.00am – 9:30am and 1pm – 6pm. **Please make bookings through OSHC and not through the main school reception.**

Permanent Bookings are preferable for the purpose of Educators rostering and meeting OSHC license requirements. *OSHC will send an email out to all Families in the last week of each school holidays to confirm your bookings for the following Term. Bookings do not roll over, hence we need confirmation from everyone (whether you need the same bookings or not) so that we have the correct information.*

New Enrolment Forms will need to be completed at the start of every school year to update any dietary and health considerations for your child/ren. New families will also need to complete a form before your child/ren starts at OSHC.

Casual bookings are at times the only option for families. Please contact OSHC prior to 3:00pm of the day and your child/ren will be informed by an OSHC staff member of their need to attend. As an essential courtesy, please notify OSHC staff if you arrive early and collect your booked child/ren from class or the playground.

Any children not collected from the school playground by 3:15 pm will be taken by the supervising yard duty teacher to the OSHC service to ensure their safety. **Please make these bookings through OSHC and not through the main school reception.**

Shared care arrangements – We will continue to do week on week off bookings to assist with various family situations.

Non-St Leonards Students – Due to Covid-19, St Leonards OSHC is available to *St Leonards Students only*. However, at the discretion of the Director, children from other schools may be allowed to attend St Leonards OSHC – *Vacation Care*. This will be: 1) if one sibling is still at St Leonards Primary school and the other has gone to High School (up to the end of their Year 7) they will be allowed to attend. 2) If an ex St Leonards student whom has left for Year 7 at another school wishes to use our Vacation Care, they will be allowed to use the Service until the end of their Year 7, eg December 31st of that year.

Vacation Care

Bookings are made by completing the Vacation Care Enrolment Form. ***Bookings will be confirmed by email to each family once the Enrolment Form has been completed and returned to OSHC.***

For the purpose of Educators rostering and meeting OSHC license requirements, it is essential that all children are pre-booked in for the days that are required. We cannot accept casual bookings on Vacation Care days, unless we are given 24 hours' notice. The acceptance of this will be subject to availability.

3.7 Cancelling Bookings

Before school care – Please advise OSHC of any absence *before the start of session (which is 7.00am)* either via answer machine/email. Any cancellations after this will be charged as an Allowable Absent Fee (see below).

After school care – Please advise OSHC of any absences to your bookings that are no longer needed. It is essential that the booking is cancelled by 9am of the same day. Any cancellations after 9am will be charged as an Allowable Absent Fee (see below). Contact can be made via phone or email to the OSHC office on 8294 1990 or oshc.stleonards865@schools.sa.edu.au.

If your child/ren are NOT attending school, please advise OSHC of their absence as we are not linked to the School System.

Vacation care - Cancellations need to be made two (2) Full Business Days (excluding weekends, public holidays and pupil free days) prior to booked session eg to cancel Thursday booking, notification must be received no later than 9am Tuesday morning.

3.8 Allowable Absentee Days

Centrelink allows each child a maximum of 42 absentee days per financial year which can be used for any reason and without the need to produce supporting documentation (includes public holidays). If a child is absent from one or more sessions of care on the day, ie if a child is absent from both before and after school care on the same day, only one absence is counted. This means that your CCS will still be included in your fees. After the 42 days has been used, you will then be charged the Full Fee which means that you will not receive CCS from Centrelink.

3.8 Payment of Fees

Families are welcome to set up a direct debit through their bank and into OSHC's account on a weekly/fortnightly basis.

Payments can be made via these options:

- Cash
- Eftpos (between 7.00am – 9:30am and 1pm – 6pm)
- EFT Account Name: St Leonards PS OSHC
BSB 105 015
A/C No. 120 539 540
- QKR! App

All OSHC fees must be paid within two weeks of care. Failure to pay your fees may result in refusal of care and the outstanding fee passed on to Debt Collectors.

4.0 CCS - Child Care Subsidies

4.1 Priority of Access

All enrolments and vacancies will be identified and filled in accordance with the *Australian Commonwealth Government Priority of Access Guidelines*. These guidelines are referred to when a service has a large waiting list or a number of parents/care givers competing for a limited number of vacant spaces.

These are:

Priority 1: A child at risk of serious abuse or neglect

Priority 2: A child of a single parent who qualifies, or of parents who both qualify the work, training, study test under section 14 of “A New Tax System (Family Assistance) Act 1999”.

<https://www.legislation.gov.au/Details/C2017C00264>

Priority 3: Any other child

4.2 Information about Child Care Subsidy (CCS)

To assist families with OSHC payments the CCS is available through Centrelink. Families will need to register with Centrelink, obtain a Customer Reference Number (CRN) for each child and the adult claiming entitlements on behalf of the family and to link their Centrelink account to their online MYGOV account.

To apply for your CRN go to this link and follow directions to set up a Mygov account.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/centrelink-online-accounts>

Families will need to apply online through their MYGOV account for a Centrelink assessment to ascertain their child care subsidy rate and fortnightly hours of subsidy entitlement. This calculation is based on your combined family income, the hours of work/study/training or volunteering engaged in and the type of care required eg OSHC.

Please ensure you complete the St Leonards Family Enrolment Form which confirms your complying written arrangement (CWA) details of the service.

4.3 Inclusion Support

Children with disabilities and additional needs are welcome to attend St Leonards Primary School OSHC. This service may need to apply for additional funding to support your child within our care environment.

Please advise the OSHC Director of your child’s specific needs so we can arrange a meeting. This will assist us in making arrangements for appropriate support and ensure a positive transition.

5. Health & Safety

St Leonards Primary School OSHC is a total smoke-free environment.

5.1 Accidents, Illnesses and Injuries

OSHC Qualified Educators are trained in the following First Aid:

HLTAID004 Provide an emergency first aid response in an education and care setting.

Accidents

In the event of a child being injured, OSHC Educators will take immediate action eg (administer First Aid) with details recorded in the Accident Injury Log. Parents/Carers will be required to sign the log as confirmation of the incident and any actions undertaken.

Illnesses

Families are required to notify OSHC Educators of any contagious illnesses a child may have eg (chicken pox, fever, gastroenteritis, school sores, and cold/flu/COVID-19). If unsure, please check with OSHC Educators. Children are unable to attend OSHC if unwell to reduce the risk of infecting and transmitting further disease.

In the event of a child becoming ill whilst attending OSHC, Educators will contact the Parent/Carers and arrange for collection of their child.

Injuries

Depending upon the severity of an injury, Educators may contact the parent/carer to advise them of the child's condition and confirm further courses of action to be taken eg (whether to call an ambulance/doctor). Any injury sustained above the shoulders, a courtesy call will be made to parents/carers. Should Educators consider a medical situation or injury to a child to be deemed life threatening, an ambulance will be called and families notified. The parent/carer will be responsible for any expenses incurred on behalf of their child.

5.2 Infectious Diseases

COVID-19

Hygiene measures

- The best way to help prevent the spread of COVID-19 is by continuing effective hygiene practices:
- Clean your hands for 20 seconds with soap and water or an alcohol-based hand sanitiser.
- Sneeze or cough into your elbow or a tissue.
- Place used tissues straight into a bin.
- Avoiding touching one's eyes, nose and mouth.
- Don't share food or drink.

Social distancing measures

The more space between people, the harder it is for the virus to spread, so another way to slow the spread of the COVID-19 virus, is to implement physical distancing measures:

- Encourage Educators and children to keep their distance from others wherever possible.
- Educators, children or visitors with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath), even with mild symptoms should stay home.
- Educators or children that become ill while they are at the service, should be sent home as soon as possible. While awaiting collection by their carer, ideally, the symptomatic child should be cared for in an area that is separated from other children at the service.
- Cease non-essential activities (like excursions) that involve close personal contact.
- Implement controls to reduce direct contact with others, such as: Barriers to create space at sign-in areas, seated areas etc.

Outdoor play

Wherever possible (e.g. weather dependent) and where there is enough Educators for supervision, we consider operating an indoor/outdoor program for the full day/session. This naturally provides for more space for the children and the setup of more activities for children to engage in. If we are not able to run an indoor/outdoor program, consider spending more time outdoors, consider the placement of activities and the amount of activities in the outdoor space. A greater range of activities will encourage children to spread out more broadly.

Excursions other than to local parks should be discouraged and public playground equipment should not be used.

www.education.nsw.gov.au/early-childhood-education

General OSHC hygiene practices

OSHC Educators will remind children:

- to wash their hands with soap and dry them with a paper towel, prior to eating
- to wash their hands after the use of toilet
- to wash their hands and use gloves when assisting in cooking activities
- to use serving tongs during snack correctly
- to cover mouths using elbow when coughing
- to wipe nose with tissues and wash hands immediately after
- to wipe down surfaces with appropriate disinfectant before and after snack is served

5.3 Anaphylaxis Policy

- Families of a child at risk of Anaphylaxis must:
- Inform Educators either on enrolment or a diagnosis of their child's allergy
- Provide OSHC with a completed Anaphylaxis action plan
- Provide written consent from a GP to use the EpiPen
- Provide Educators with a complete EpiPen kit prescribed to the child with expiry date which is to be stored in a named and insulated bag.
- Regularly check the EpiPens' expiry date.
- Assist Educators by offering information and answering any questions regarding their child's allergies.
- If the child's allergies status changes notify the Educators immediately and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to Educators relating to health of the child.
- Comply with OSHC's Anaphylaxis & Severe Allergies Procedure Policy that no child who has been prescribed with an EpiPen is permitted to attend the service or its programs without the prescribed medication.

5.4 Asthma Policy

- Families of a child at risk of Asthma must:
- Inform Educators either on enrolment or a diagnosis of their child's Asthma
- Provide OSHC with a completed Asthma action plan
- Provide written consent from a GP to use the Ventolin
- Provide Educators with a complete Asthma kit including the puffer and spacer prescribed to the child with expiry date which is to be stored in a named and insulated bag.
- Regularly check the Ventolin's expiry date.
- Assist Educators by offering information and answering any questions regarding their child's Asthma.
- If the child's Asthma status changes notify the Educators immediately and provide a new Asthma action plan in accordance with these changes.
- Communicate all relevant information and concerns to Educators relating to health of the child.
- Comply with OSHC's policy that no child who has been prescribed with an Asthma health plan is permitted to attend the service or its programs without the prescribed medication. St Leonards Primary School OSHC is asthma aware and carries a spare spacer and puffer.
- If your child has an asthma attack and does not have their medication eg 1st time asthma attack, OSHC Educators will follow emergency asthma plan and administer asthma medication with a spacer for your child.

5.5 Medication and Administering Medication

It is essential for OSHC to have updated information about every child in regards to their health and dietary requirements. It is the responsibility of the Family to keep this information up to date. If a child needs to take medication they are not to administer it to themselves or keep it in their bags. Families must inform Educators and provide medication to OSHC Educators. The medication will then be stored in a locked cabinet. Educators will only administer medication to the child with permission from the Family. A medication record form must be completed and signed by the Director or Qualified Educator and Family once medication has been administered. Medication amount/details given to the child is to be witnessed by another Educator before being administered. If you have any queries regarding the Medication Management Policy please contact OSHC Director.

5.6 Headlice

If we see that a child has headlice, they will be separated from other child/ren and asked to have their head tied back or to wear a hat to prevent the spread of head lice. Families will be notified and asked to begin treatment. A sign notifying Families that headlice have been detected will be placed on the front door.

5.7 Clothing

Please ensure your child is dressed appropriately for the weather, especially on excursions. This includes suitable footwear - **NO THONGS OR SLIP ON SANDALS**. Please label all items of clothing. St Leonards OSHC recommends that your child does not bring special items of clothing to the service.

Children must **NOT** wear singlets, tank tops, backless tops or sleeveless tops to OSHC. Children who do not have hats will be required to stay indoors or under shaded areas. (See our Sun Protection Policy for more information).

5.8 Sun Protection Policy

During Terms 1 & 4, Summer Vacation Care and days with a UV rating greater than 3.0, children will be required to wear a hat and 20 mins prior to going outside, sunscreen will be applied to all children for outdoor activities. Please supply your child/ren with either: **school hat, broadbrim hat, bucket hat or legionnaire cap**. **BASEBALL HATS** or **JUMPERS WITH HOODS** are **NOT** sunsmart.

5.9 Evacuation/Invacuation Process

Evacuation procedures are displayed in the OSHC area by the exits and will be implemented in the event of any emergency in the centre. Squistle blown 3 times alerts the children and they will be escorted to the southern end of the oval (if children are inside). If the children are outside they will be taken immediately to the evacuation point. Educators to take roll list/ipad and walkie talkie. Educators to wait with children on the oval, undertake a headcount and roll call, then confirm details via walkie talkie to the Director. Director to check OSHC spaces including Hall and Toilet to ensure all children and Educators have been evacuated. Director to meet with OSHC Educators on the oval. Second and final roll call to be done.

Invacuation procedures are displayed in the OSHC area by the exits and will be implemented in the event of any emergency in the school or school grounds. Squistle blown 3 times alerts the children whom will be escorted into OSHC if outside. Doors locked and blinds drawn. Children to be positioned away from doors and windows. Educators to undertake a headcount and roll call, then confirm details to the Director. Second and final roll call to be done.

6. Food

6.1 Breakfast

Breakfast will be provided by the service for children who attend the Before School Care session. St Leonards OSHC will provide healthy, nutritious cereals, bread or toast with butter and the choice of Vegemite, Strawberry or Apricot jam and honey with the option of a hot chocolate. Families are also welcome to provide other breakfast food for their children if they wish. Breakfast is served between 7.00am -8.15am each morning. This only applies during term time and not during Vacation Care or Pupil Free Days

6.2 Morning/Afternoon Snack & Lunch

Children who attend *Vacation care or Pupil free days* are expected to bring their own MORNING/AFTERNOON SNACK, LUNCH and labelled water bottle each day unless specified on the program. As the school and the OSHC are NUT FREE *please* do not provide your child with nuts in their lunch boxes.

6.3 Snack

During school term, a snack is provided for the children every afternoon during After School Care. This will include a variety of fresh fruit and vegetable platters. We also provide Sandwiches, smoothies, pizza, chicken nuggets, dips cheese and crackers, (please see our weekly menu board for more information). Dietary and cultural requirements are also taken into consideration. If your child has any special dietary requirements please advise OSHC Director prior to attending so that we are able to accommodate their needs.

7. Activities

7.1 Programming

St Leonards School OSHC program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a supported and fun environment. Our service offers a planned, flexible and balanced program which will respond to children's needs. At St. Leonards OSHC we have a holistic approach to our program. We value the input of children and families when planning the OSHC and Vacation Care program. The children are encouraged to provide their ideas. Our program during the school holidays provides the opportunity to extend on children's learning and interests as we have a longer day to implement activities. Photographs may be displayed in the area (with parental/carers permission) and in activity books which are updated with photos and comments from Educators and children. Photographs assist us with future planning and also gives the children and families the opportunity to view and enjoy the experience of the activity and the friendships that are formed.

7.2 Inclusion

St Leonards OSHC offers a non-discriminative approach to our programming, which is inclusive of all children. Consideration is given to culture, ethnicity, language, gender and ability when planning our program and weekly menu. Children are encouraged to plan child initiated activities where they organise and run the activities themselves. Children and family feedback and input are valued so that all needs are met in planned activities. Children with special needs are very much encouraged to participate in planned activities at their leisure.

7.3 Toys from Home

St Leonards Primary School OSHC asks that children do not bring in toys from home. The only exception is if we state that children may bring a particular item to OSHC eg for Electronics Day.

7.4 Screen time

Screen time is not encouraged at OSHC, unless for movie afternoons or Vacation Care. However, some older children may need to have devices to do their homework. Educators encourage children to be more active, creative and social. This assists with forming friendships. Friday afternoon movies are viewed and are linked to our weekly program.

St Leonards OSHC/Vacation Care uses the St Leonards Primary School's electronic devices policy available at <https://sleonrdps.sa.edu.au/wp-content/uploads/2021/06/Mobile-Phone-Policy-2021.pdf>

7.5 Homework

OSHC Educators encourage the children to do their homework while attending the service. A senior area has been set up for the older students where they have a quiet place to work on their homework when required. Older students get priority use of the space. If you would like your child to do their homework at OSHC please speak to the OSHC Director.

8. Behaviour Management

St Leonards Primary School OSHC is committed to providing a positive and safe environment for our children. We promote positive behaviour from students. Where possible, Educators will encourage children to work through conflict/problems and encourage positive solutions for themselves, whilst taking responsibility for their own actions. Educators will redirect and separate children to different areas of OSHC if needed and will notify Families of any occurrences at pick up if applicable. Educators are encouraged to remove students from dangerous situations, diffusing situations before they escalate.

Should reoccurring inappropriate behaviour issues arise, parents/carers will be consulted, a three-way conference between the child, parent/carer and OSHC Director/Educator will occur, in attempt to resolve the situation.

In extreme cases, the Director reserves the right to suspend a child from the service where negative behaviour continues, or where the safety, security and emotional wellbeing of the other children/families/Educator is threatened.

A suspended child can and will be readmitted once their suspension period has lapsed, and improvement in their behaviour is evident. The OSHC Educators will actively support the child and families to ensure a positive return to the service.

9. Grievances

The St Leonards OSHC takes complaints about the service, its Educators, practices and procedures seriously. We foster and support positive relations within the service and the broader school community. The service encourages all feedback which may be given to the Director directly or via email.

Positive outcomes are put in place for all disputes, issues and concerns, especially those of a sensitive matter, and will be addressed promptly and discreetly. Please encourage your children to inform Educators of any issues that may be of concern (i.e bullying, harassment). We aim to address these issues as they arise.

Grievances may be made to the:
OSHC Director/ Assistant Director
School Principal
OSHC Sub-Committee

10. Code of Conduct

10.1 Code of Conduct Children

Children's rights

Socially interact in a safe and positive environment
Be accepted, respected and valued as an individual
Have the right for their opinions to be heard

Children's responsibility

Recognise and respect the rights of others
Accept, respect and value others as individuals
Respect all property
Behave in an acceptable manner

Children's expectations

We keep our hands and feet to ourselves
We respect other people and their belongings
We walk inside
We include others in our games
We play safely with other people
We use good manners and are polite when we speak
We ask permission before taking things
We respect our property as well as OSHC's property

10.2 Code of Conduct Family/Guardians

Families/caregivers are not given the right to discipline other children.
There will be no swearing, threatening or raised voices in our service.

10.3 Code of Conduct Educators

Educators have the right to ask any person to leave the premises if they or the children feel intimidated or threatened in any way.

Educator's responsibilities

Ensure the safety of all children and Educators
Recognise and respect cultural backgrounds of others
Accept, respect and value others as individuals
Respect all property
Role model acceptable manners and behaviour at all times