

**BLACKWOOD PRIMARY  
OUTSIDE SCHOOL  
HOURS CARE**

**2020 Family Handbook**

*Care Harmony Excellence*



**Blackwood  
Primary School**

**Seymour Street, Eden Hills  
South Australia 5050**

**Phone : 8370 2232**

**Mobile: 0488 008 789**

**Fax: 8370 2602**

**Email: [dl.0565.oshc@schools.sa.edu.au](mailto:dl.0565.oshc@schools.sa.edu.au)**

**Website: <http://blackwoodps.sa.edu.au/oshc.html>**

**A.B.N. 51 63 168 434 3**

# **INTRODUCTION**

Welcome to Blackwood Primary Outside School Hours Care Service. (BPOSHC)

This handbook outlines routines, policies and procedures relevant to families.

Blackwood Primary OSHC Service provides childcare for school aged children outside of school hours during term time and for approximately 8-10 weeks per year in the holidays.

The service offers Before School Care, After School Care, full care on Pupil-free days and Vacation Care.

We welcome new families to our Service and hope that you enjoy your time with us.

If you require further or more detailed information, please do not hesitate to talk with the Director, Assistant Director or a staff member.

The full Blackwood Primary OSHC Policies and Procedures are available at the service. Please speak to a staff member if you wish to view these documents.

# TABLE OF CONTENTS

Pages	Contents
1. ....	Address
.....	Telephone Numbers
.....	A.B.N
2. ....	Introduction
3. ....	Contents Page
4. ....	Hours of operation/Location
.....	Approved Provider
.....	National Quality Standard (NQS)
5. ....	Philosophy & Service Goals
6. ....	OSHC Committee
.....	Staff Structure
.....	Staff Ratios
.....	Approved Places
.....	Enrolment Procedures
8. ....	Fees
.....	Child Care Subsidy (CCS): Reduced Fees
9. ....	Payment of fees
.....	Booking and Cancellations
10. ....	Program
.....	Routines and Rules
.....	Snacks/Meals
.....	Homework
11. ....	<b>POLICIES AND PROCEDURES</b>
.....	Sign In & Out
.....	Health and Safety
.....	- Meals
.....	- Administering Medication
.....	- First Aid / Illness
12. ....	- Sun Smart
.....	-Nut Allergy Awareness
.....	-Infectious Disease
.....	Behaviour management Policy
14. ....	Grievance Procedure for Parents
15. ....	Our OSHC Community
.....	Family Participation
.....	Community Information
16. ....	OSHC Kids Committee
.....	Extra-curricular Activities

## **OPENING HOURS**

### **Before School Care**

**Monday to Friday**

**7:00 am – 8:30 am**

### **After School Care**

**Monday: 2:30pm-6.00pm**

**Tuesday to Friday:**

**3:20 pm – 6:00 pm**

### **Pupil-free Days/ Vacation Care**

**7:30 am – 6:00 pm**

#### **LOCATION:**

Blackwood Primary School, 4 Seymour Street, Eden Hills, S.A. 5050.

OSHC is located adjacent to the school hall (Ashby Hall).

#### **APPROVED PROVIDER**

Blackwood Primary School Governing Council is the approved provider of Blackwood OSHC.

#### **NATIONAL QUALITY STANDARD (NQS)**

Blackwood OSHC successfully completed its first accreditation in April 2007, gaining high quality in most areas in the Governments OSHC Quality Assurance system. In May 2009 our service was assessed for the second time gaining the highest rating in all 30 areas of care.

The Australian Government introduced the National Quality Standard (NQS) on 1<sup>st</sup> January 2012 which set a new national benchmark for the quality of education and care services. The NQS includes a Framework for School Age Care titled “My Time, Our Place” which aims to extend and enrich the wellbeing and development of the children while engaging in leisure and play-based experiences.

The staff are dedicated to maintaining a high standard and improving the service in the following 7 areas of the NQS: Educational Program and Practice, Children’s Health and Safety, Physical Environment, Staffing Arrangements, Relationships with children, Collaborative partnerships with families and communities, Leadership and service management.

The OSHC Educators are continuously developing improvement plans for each of the 7 Quality Areas and programming using the OSHC Framework “My Time, Our Place”. A Quality Improvement Plan for the NQS is maintained and feedback from educators, children, families and the OSHC Advisory Committee is incorporated in this plan.

Families often have the opportunity to contribute through surveys, suggestion box and other means of feedback. An OSHC program scrapbook is used to highlight children’s activities and the implementation of the OSHC Program. We welcome families to sit with their children to share their OSHC experiences. We also appreciate children and families sharing information with the OSHC educators and you are welcome to bring photos or other items from home to display in our OSHC environment.

## **SERVICE PHILOSOPHY:**

Blackwood Primary OSHC is an important part of the Blackwood Primary School Community where children learn through play, have fun, develop life skills and friendships in a safe and caring environment.

Blackwood Primary OSHC is an inclusive service catering for developmental needs and interest, cultural diversity, beliefs, values and gender and for children with special needs. All children are respected and supported through equity and inclusion.

The educators play an important role in the operation of the service and in the children's lives. The development of each individual child is fostered recognising the importance of learning through play and leisure in a variety of structured and spontaneous recreational activities.

The educators are dedicated to providing quality care. Educators positively guide children's behaviour and support them to develop self-confidence and self-esteem. Educators meet regularly to plan and evaluate programs that support the development, wellbeing and learning of the children at the service. Educators are committed to an ongoing cycle of continuous learning, reflection and improvement.

Educators work in partnership with children, families, the community and the school to enrich children's wellbeing, development and learning. Families are encouraged to participate in the service and educator/family communication is keenly promoted to ensure the service meets the needs of each child. Community participation is encouraged, developing a sense of belonging to the group and to the local community.

An Advisory committee consisting of parents, Deputy Principal and OSHC educators supports and oversees the service. This Committee contributes to the development and evaluation of service policies, procedures, programs, financial management and ongoing improvement of the service. Service policy and procedure documents guide everyday practice and are accessible for all stakeholders to view.

Blackwood OSHC supports the school's qualities of care, harmony and excellence. Through discussions and activities, the children at the service develop respect and a caring attitude for other people and for the natural environment.

## **SERVICE GOALS:**

- To provide a safe, caring and stimulating environment to meet the needs of the children and families.
- To create a smooth transition between home, school and other environments significant to children.
- To extend the children's interests, capacities to make new discoveries and ability to share skills and knowledge with each other.
- To treat all children, educators and families equitably and with respect.
- To provide children with a wide range of recreational activities and resources, both structured and spontaneous, to cater for the varied needs, interests and age range.
- To acknowledge the rich array of values and diverse backgrounds of children/families/educators.
- To provide nutritional refreshments and practice hygienic procedures.
- To develop a sense of belonging by creating an environment where children feel valued and foster relationships
- To develop life skills and a sense of citizenship

## **BLACKWOOD PRIMARY OSHC ADVISORY COMMITTEE:**

The OSHC Committee is a Sub-Committee of the BPS Governing Council. It is comprised of Families, OSHC Director, OSHC Assistant Director and the Deputy Principal of Blackwood Primary School. The Committee meets once or twice each term and reports to the Governing Council and its Finance Committee. Families are encouraged to participate in the management of the Service. Dates for meetings are advertised on the community noticeboard.

## **STAFF STRUCTURE:**

Children's Services Employee- Director Level 6

Children's Services Employee- Assistant Director Level 5

Children's Services Employees Qualified Staff Level 4

Children's Services Employees- Level 1, 2, and 3 (Unqualified Staff)

Photographs of staff are displayed at the sign in/out area with stars to indicate who is present.

## **Staff Ratios**

Child: staff ratios for OSHC are 15:1. One qualified staff member is present for every 30 children or part thereof. Excursions are staffed with an approximate ratio of 8:1; however, a lower or higher ratio can be determined after a risk assessment has been completed.

## **APPROVED PLACES**

Before School Care	After School Care	Vacation Care
75	75	75

## **ENROLMENT PROCEDURES**

**Step 1:** Visit the 'Blackwood Primary School' website, go into the OSHC section and **Register** your details on the 'My Family Lounge' portal. Our website can be found at <http://blackwoodps.sa.edu.au/oshc.html>

**Step 2:** After registration, you will receive an email from Qikkids. This email will include a link which will take you to the 'Qikkids Enhanced' website where you will be able to enter your child/ren's enrolment details, including people authorised to collect and health and medical needs.

**Step 3:** Download and complete the Direct Debit form (also located in the OSHC section of the school's website). This must be uploaded with the child's enrolment details. If you do not wish to do this online, you may choose to upload a blank form and bring the completed form in to staff in the OSHC Office.

**Step 4:** Once you have correctly entered and **submitted** your child's enrolment, you will be able to begin making your bookings. If you are unable to submit your enrolment form, please check for any areas highlighted that have not been completed.

## **PERMANENT BOOKINGS**

**Step 1:** Permanent bookings are made on the 'Qikkids Enhanced' website under the tab 'Booking Requests.' To make a booking request, click on 'New Request.'

**Step 2:** Once you have opened a 'New Request,' you will be able to enter which type of care you require (e.g., Before School Care). Please note: Monday after school sessions fall under their own session type.

**Step 3:** Once you have submitted your request, we will receive a notification. We will then approve/decline the request. You will then receive this offer from us, which you will then need to **accept or decline/change** and then click **submit** again to confirm.

## **CASUAL BOOKINGS**

**Step 1:** Download the 'My Family Lounge' application on your smartphone or device.

**Step 2:** Use your registration details to log in to the application.

**Step 3:** Select the day and session you require or if you are making a cancellation, click the day and session you wish to cancel.

## **VACATION CARE:**

All vacation care bookings must be made via the 'My Family Lounge' app. Bookings made via the 'Qikkids Enhanced' website are invalid. An enrolment period will be held approximately the second last week of each term for the upcoming holidays. Bookings made during this week will receive a discounted early-bird fee. Casual bookings will be accepted after the enrolment period if places are available. Families must have a current Direct Debit form completed to pay fees. All outstanding OSHC fees (Before and After School) must be paid for prior to the Vacation Care period.

If you wish to cancel all your permanent bookings, you will be required to notify the service.

If you require assistance booking via the mobile phone app please talk to an OSHC staff member, or alternatively email [dl.0565.oshc@schools.sa.edu.au](mailto:dl.0565.oshc@schools.sa.edu.au) for assistance.

Families who have children attending with a disability, medical/health or dietary needs, must have a discussion with the Director and/or Assistant Director prior to enrolling, or upon diagnosis. Up to date Health plans and Medication authorities must be provided.

**My Family Lounge download link & information can be found here:**

<https://www.qikkids.com.au/My-Family-Lounge/home>

**Frequently asked questions concerning My Family Lounge booking app are answered here:**

<http://www.myfamilylounge.com.au/My-Family-Lounge/faqs>

**Parents are responsible for updating their details as circumstances change via the My Family Lounge website.**

# FEES:

*Fees are set annually by Governing council.  
Fees are subject to change – families will receive at least 2 weeks' notice  
of changes to fees.*

*Please note that all current fee's will be on display in the OSHC room on the family  
noticeboard and in the OSHC section of the school's website.*

## **Before School Care**

*As set annually by Governing council*

## **After School Care**

*As set annually by Governing council*

## **Pupil-free Day/ Vacation Care (School Based):**

*As set annually by Governing council*

## **Pupil-free Day / Vacation Care (Excursion/Incursion):**

*As set annually by Governing council*

- **Registration Fee:** \$20 per family
- **Late Pick up Fees:** \$20 per 15 minutes or part thereof
- **Overdue Fees at end of term** As set annually by Governing council
- **Non Notification of Absence Fee for After School Care:** \$7.50
- **Absences:** Booked sessions will be charged and allowable absences will apply unless 24 hours notice of cancellation has been given. CCS is deducted for up to 42 allowable absence days per financial year per child. If all the 42 days of allowable absences have been used, families must pay full fees for any further absences on booked days without 24-hour notice.
- **Regular Fees:** The regular fees are charged for permanent bookings requested on the My Family Lounge Website (eg regular booking pattern)
- **Casual Fees:** Casual fees are charged for bookings made on the My Family Lounge App. Vacation Care casual fees apply after the stated early-bird enrolment period.

## **CHILD CARE SUBSIDY (CCS): Reduced Fees**

Childcare subsidy is available for eligible families who meet government requirements. It is the responsibility of families to contact Services Australia on 13 61 50, [www.servicesaustralia.gov.au/individuals/families](http://www.servicesaustralia.gov.au/individuals/families) (or call into Centrelink) to register their children for CCS. You must ensure all details are kept up to date on myGov, in particular, combined income. Families must notify the OSHC service if they are eligible to receive CCS and also provide Blackwood OSHC with the date of births and Centrelink reference numbers of their child(ren) and parent who registered for CCS. If this information is not provided you may be required to pay full fees until your CCS entitlements are confirmed.

### **PAYMENT OF FEES:**

The Service Invoices Before School Care and After School Care in arrears. Account invoices are emailed usually every Tuesday or Wednesday.

Payments must be made via the OSHC Direct Debit System unless an alternate payment arrangement has been made with the OSHC Director/School's Finance Officer.

Families are required to adhere to their Payment Schedule Agreement, as indicated on their Debit form (ie weekly or fortnightly). Failure to pay fees as per Payment Schedule Agreement may incur additional fees and may result in details being forwarded to the debt collection agency. It can also result in child/ren being excluded from the Service. Fees must be finalised at the end of each term, otherwise bookings for Vacation Care and the following term may be cancelled and a \$20 late fee may be charged to your account. If you are having difficulty paying fees, please speak to the Director, School Finance Officer, School Principal/Deputy Principal.

### **BOOKINGS AND CANCELLATIONS:**

The Service is staffed each session according to the number of children booked to attend; therefore, the Service needs to be notified of bookings or cancellation. This needs to be done via the **My Family Lounge mobile phone app**. Blackwood Primary OSHC phone number is 8370 2232 if you have any queries regarding this process (Answering machine available). If you require care that afternoon and your children do not know, please inform staff of your child/ren's classroom number and/or teacher so that we can inform the children to come to After Care and/or pick them up. If you get the answering machine, please also phone the school on 8278 5355 so that a message can be sent to your child.

Notification should be at least 24 hours prior to booked sessions for cancellation e.g. A booking for After care may be cancelled before bell time, the day prior to the booked session. Families are charged for absences if they do not notify the service of an absence at least 24 prior. It is very important for families to notify the service, as the OSHC educators often waste valuable time finding the whereabouts of absent children including speaking to teachers, searching the school grounds and making phone calls. This is done during our busiest time of the day when the children are arriving and having afternoon tea and the educators are organising activities.

Please see Vacation Care forms for booking and cancellation procedures for the Vacation Care service.

For further clarification of bookings and cancellations, please speak to staff.

## **PROGRAM:**

Blackwood Primary Outside School Hours Care provides a program that is developmentally appropriate to the leisure & educational needs of the children attending the service considering each child's social, physical, emotional and intellectual potential. Children will be actively involved in program planning, implementation and evaluation processes.

A term outline of planned activities is displayed on the community noticeboard near the sign in/out table. Weekly programs are displayed on the OSHC Whiteboard for children, families and educators to view. The weekly program is a guide only as many spontaneous activities occur on a daily basis depending on the interests and ideas of the children. Families, children and educators are encouraged to assist with program planning by filling in family feedback forms, located on the sign in table.

Activities include art/craft, sports and outdoor games, computers, Playstation, iPads, Wii, drama/dress-ups, board games, music, cooking, science, puzzles, gardening, reading and construction. Areas are set up for homework, a play corner is set up with different resources each term (such as a shop, office, school) and cushions are provided for relaxation in our lounge area.

Blackwood OSHC program offers an opportunity for active play each day, including a range of sports and games. The service has also developed links with local sporting groups, so please ask staff for suggestions if your child wishes to pursue a particular sporting interest.

Programs at OSHC are staff organised/child initiated, active/passive, indoor/outdoor, structured/unstructured, to provide a broad range of experiences for the children.

### **Routines and Expectations**

An outline of daily routines is displayed on the noticeboard. Whilst some parts of a session are structured (ie roll call, snack times and some activities) most of the session the children have free choice of a wide range of activities, within a safe, supervised environment.

Children assist staff to set the expectations and procedures of OSHC at the beginning of each year. Most expectations and procedures are based around the safety of all children and educators. The OSHC rules and expectations are displayed around the room. Educators regularly discuss the expectations and procedures with the children.

### **Snacks/Meals**

Please make sure that any food allergies and special dietary requirements your child has are recorded on the enrolment form and discussed with the Director. When food is provided by families we encourage you to provide nutritious snacks and lunches. Brochures on nutrition and healthy snack suggestions are available at the service.

A nutritious breakfast and afternoon tea is prepared by the OSHC staff each day. The Nutrition Policy is available for parents to view. **Blackwood P.S. is a 'nut'- aware school.**

### **Homework**

Children may choose to complete homework during before and after school care. Whilst educators can remind and encourage children to do homework it is up to the individual child to complete tasks. Homework resources are provided. Please speak to a staff member if your child requires any other items or assistance for home learning.

## **POLICIES AND PROCEDURES**

Parents and Caregivers are welcome to sight the Service's Policies and Procedures folder. Your input into the review of these documents would be valued. Following are some policies relevant to families:

### **SIGN IN/OUT:**

Parents/caregivers/authorised people must escort their child/ren into the service in the mornings and sign the attendance records utilising the sign in iPad.

Parents/caregivers/authorised people must sign children out using the iPad when collecting and inform a staff member that they are leaving the service. Ensure the names and phone numbers of all people permitted to collect children are kept up-to-date on the online enrolment form and that educators are informed when anyone else is going to collect children.

NOTE: The iPad sign in/out system is like an electronic signature which records the name of the authorised person who dropped off or collected the children. Please DO NOT share your personal PIN with other authorised people permitted to collect your children. Each authorised person must use their OWN phone number and PIN number. When someone is collecting children for the first time, they will need to see an OSHC educator to help set up on the iPad sign in/out system.

### **HEALTH AND SAFETY POLICIES AND PROCEDURES:**

#### **1. Meals**

Morning: Breakfast is provided consisting of cereal, toast and fruit. Please inform an educator if your child requires breakfast.

Afternoon: A nourishing afternoon tea is provided which includes a fruit and vegetable platter and some savoury options such as sandwiches, wraps, pita, crackers and dip. Cooking activities are planned at least twice a week.

Vacation Care/School Closure Days: The preparation of snacks may be part of the day's activities. Children need to bring their recess and lunch.

Menus are displayed at the service in the kitchen area.

#### **2. Administering Medication**

Medication can only be administered if a Medication Authority has been completed by a doctor. (Forms are available at OSHC). Medication must remain in the original container showing name of the child, dosage and expiry date. Families with children who have a medical condition will have a risk management and communication plan written for them, in collaboration with families. Medication is administered by two educators who both sign the Medication Record and parents/carer's will also need to sign this record each time medication is administered.

#### **3. First Aid / Illness**

Educators will administer basic first aid to your child as required. Ambulance will be called if needed. At least one educator rostered each session will be First Aid/Asthma/Anaphylaxis qualified, however most staff have completed this training. Incident/injury reports will be completed by staff which need to be read and signed by the guardian upon picking up their child/ren. If a child becomes ill whilst at OSHC families will be contacted and the child will be able to rest in the Quiet Room, located within the OSHC facility.

#### **4. Sun Smart**

The Sun Protection policy is to ensure all children and educators are protected from skin damage caused by the sun. The UV rating is checked by educators each day using the Sunsmart app and the UV and times of day when sun protection is required is recorded on the sunsmart chart at the exit door to the courtyard.

1. Children and educators will be required to wear a broad brimmed, bucket or legionnaire style hat when the UV rating is expected to be 3 or above
2. OSHC supplies one red sunsmart hat per child upon enrolment however if this hat is lost further hats will be charged to the family account. Children who do not have hats will be asked to play in a shaded area. On some day's children without hats may be asked to remain indoors.
3. Sunscreen is provided at the service and children will be encouraged to apply it when deemed necessary by educators. If children have sensitive skin families may wish to supply suitable sunscreen for their child/ren.

#### **5. Nut Allergy Awareness**

Parents/caregivers must not send food to school/OSHC that contains any type of nuts. Any food with nuts items will be taken from the children and stored in the OSHC office. The service has staff and students attending that have been diagnosed as at risk of anaphylaxis due to nut allergy.

#### **6. Infectious Disease**

If your child is suspected of having an infectious disease you will be contacted to collect your child. Children with infectious diseases will be excluded from the service in accordance with the guidelines set by SA Health. Information is provided on the OSHC noticeboard.

#### **BEHAVIOUR MANAGEMENT POLICY:**

Blackwood OSHC service is committed to meeting the needs of the children in care in a way that fosters a positive and nurturing environment. The safety of all staff and children are a priority. Children and staff are to be treated respectfully. Within the service environment, staff and children work collaboratively to define consequences for the actions of children who do not respect or consider the safety of others. The service has clear steps for unacceptable behaviour, which are compatible with the school policies and procedures.

The purpose of behaviour management is:

- To ensure the safety and security of the children and staff.
- To promote respect for the rights and feelings of the children and staff.
- To facilitate the smooth running of the Service
- To promote self-management on behalf of the child

Children and staff follow the Blackwood Primary School Code of Conduct. OSHC rules are updated annually, or as required, involving the children. The rules are displayed in the OSHC room and discussed with the children as required. OSHC staff follow the school's restorative justice procedures.

## **Implementation:**

### **It is the responsibility of children to:**

- Treat each other and staff fairly and with respect.
- Share resources and facilities.
- Follow directions given by all members of OSHC educators.
- Discuss their differences and problem - solve respectfully.
- Use appropriate language.
- Take care of OSHC property and property of others.
- Attempt to solve issues, seeking assistance from OSHC educators when needed
- Follow OSHC rules and procedures.
- Recognise and accept that there are consequences for inappropriate behaviour.

### **It is the responsibility of educators to:**

- Use a co-operative approach to the development of rules, expectations and procedures, with the involvement of children and parents.
- Display, discuss and practice positive rules and procedures.
- Use encouragement to reinforce positive co-operative behaviour.
- Provide opportunities for children to discuss and resolve issues/conflicts.
- Guide children to recognise personal responsibility and self-discipline
- Recognise that a child's behaviour is affected by a multitude of factors, including age, physical environment, time of day, staff and other children's actions, family experiences and cultural backgrounds.
- Work together with families and teachers to build positive relationships
- Provide an environment with choice of activities, which recognises and promotes success and builds children's self-esteem.
- Work in partnership with parents and school staff in promoting a consistent and positive approach to behaviour management.
- Inform parents of repeated inappropriate behaviour.
- Participate in training to support behaviour management.
- Be fair and consistent with expectations and consequences.
- Develop strategies to re-direct children to minimise the likelihood of behaviour.
- Use appropriate sensory resources to de-escalate behaviour.

### **It is the responsibility of the parents/guardians to:**

- Inform OSHC educators of changes in children's situations, which may affect behaviour.
- Discuss expectation of the Behaviour Management Policy with their child/ren.
- Openly discuss with educators any concerns regarding behaviour.
- Engage positively with OSHC educators and the Deputy Principal to resolve behaviour issues.
- Meet with the Director/Deputy Principal to help resolve behavioural issues and support the service strategies and consequences.

### **The behavioural expectations are as follows:**

- We respect and care for ourselves, other people and property.
- We work and play safely and cooperatively.
- We follow directions of educators.
- We stay inside the supervised boundaries.

### **Consequences of inappropriate behaviour:**

- **Warning / Reminder** - Children are given a verbal reminder of appropriate behaviour.
- **Removal from Activity** – Children are asked to move away from the activity.
- **Reflection Time** - Children are directed to sit away from other children or the activity and reflect on their behaviour. Educators may ask the child to complete a “Reflection Time” sheet.
- **Task** - The child may be asked to complete tasks related to the situation or behaviour, e.g. writing an apology note, packing up equipment.
- **Internal Suspension** - Children’s play is restricted to specific areas and monitored closely. The conditions of internal suspension are discussed with parents/caregivers.
- **Parent Notification/Charts/Contracts** – Educators may notify parents (verbal and/or written) and arrange a meeting to discuss the child’s behaviour and consequences. This may include setting goals and developing a behaviour contract or reward chart to help improve behaviour. E.g. A and B choices.
- **External Suspension** – In cases of extreme behaviour or continued inappropriate behaviour, parents/caregivers are contacted to take the child home and the child may not attend for a nominated period of time. A re-entry meeting will be held between the Principal/Assistant Principal, Director and/or Assistant Director, Parent/Caregiver, child and any other appropriate person to negotiate the conditions of the child’s re-entry to the Service.
- **Exclusion** - In the event of ongoing inappropriate behaviour the child will not be permitted to return to the service. The response to inappropriate behaviour depends on the frequency and severity of the behaviour.

**Staff will discuss the child’s behaviour with Parents/Caregiver at every stage of the behaviour management process.** It is understood that the Director/Assistant Director has the authority to use personal discretion in managing any incident of inappropriate behaviour.

## **GRIEVANCE PROCEDURE FOR PARENTS/GUARDIANS**

### **Procedure for families lodging a complaint**

- Families are requested to not discuss complaints in front of children. An appointment with the director may need to be made.
- Complaints regarding any aspect of the service should be addressed with the Director in the first instance.
- In the event that you feel you are unable to discuss your complaint with the Director or in the event that discussion with the Director proves unsatisfactory, your complaint can be directed to the Deputy Principal.
- In the event that you feel uncomfortable in dealing with a complaint personally, you may nominate an advocate to mediate on your behalf.
- We welcome your feedback and suggestions at all times. These may help us to continuously improve our service. A suggestion box is located on the sign in/out table along with family feedback forms.
- Families have a right to lodge a complaint directly with the Regulatory Authority, Education Standards Board 1800 882 413, [www.esb.sa.gov.au](http://www.esb.sa.gov.au)

**Steps you may choose:**

1. Complete a Family Feedback Form at the service and give to the Director
2. Discuss grievances and concerns with the Director. (An appointment may be necessary)
3. Write a note/send an email to the Director

If unresolved:

4. Discuss with or write to the Blackwood Primary School Deputy Principal.

If unresolved:

5. Write to Blackwood Primary School Governing Council. (Letters must be signed and confidentiality will be respected).

If unresolved:

6. Contact the DoE District Director or the Regulatory Authority (Education Standards Board)

Parents are encouraged to continue communicating with Director and Deputy Principal. It may take several attempts to resolve an issue and it is important that the Director is informed if issues have not been solved.

**OUR OSHC COMMUNITY****Communication/Promotion**

The OSHC Service has regular items in the school newsletter. Notices and messages are also regularly placed at the sign in/out table. Please take the time to read this information.

**Family Participation**

Parents and caregivers are welcome to spend time at the OSHC Service. If your child is involved in an activity when you arrive please feel free to sit down and watch or assist your child.

If you have a special skill or talent you could share with the children, please inform a staff member. Eg cook a recipe from your culture, talk to the children about your occupation.

Donations of resources are also most welcome. Consider items that you may have at work that we might find useful at OSHC, such as paper, cardboard, boxes, packages, food items. Families are welcome to attend the OSHC Advisory Committee meetings. If you wish to join the committee, please notify the Director.

A Family Feedback/Suggestion Box is located at the sign in/out table. We welcome suggestions, comments and feedback.

**Community Information**

The service holds community information relevant to families. Brochures are available from OSHC educators. These include information on health, nutrition, community services and recreational events. Information is displayed and also kept in folders at the sign in/out table as well as displays on noticeboards.

### **OSHC Kids Committee**

The Kids Committee is open to children in Years 5-7. Meetings are held about twice per term with an OSHC Educator during school lunch time. The Committee contributes to program ideas, planning experiences and conducting activities with the OSHC children. The OSHC Kids committee helps with brainstorming ideas and implementing activities to help towards our community engagement. This may include, but is not limited to, fundraisers for local charities, incursions from local businesses, engagements with local services such as Eden Hills CFS for example.

### **Extra-curricular Activities**

Children may participate in extra-curricular activities whilst attending the OSHC service. For example, lessons/training conducted on the school grounds such as Karate, music classes, rehearsals, tennis, netball, soccer, football and other sport clinics held throughout the year.

Parents must inform the OSHC Educators in writing of the dates and times of these activities. A form is available at the sign in/out table. When enrolling children into these activities parents must inform the Coaches/supervisors that the children are booked into OSHC and that they must return to OSHC at the conclusion of the session. If the child needs to leave the school grounds (ie to go to the Recreation Centre) parents must organise a responsible person to sign the child out and sign the child in when they escort them back to OSHC.

Children must always report to an OSHC educator after school to have their attendance recorded before going to an activity.

**For further information and  
Enrolment discussions, please contact the  
OSHC DIRECTOR on 8370 2232.**

**Please see an OSHC Educator if you wish to  
view a particular policy or procedure document.**