

**HOPE Christian College**  
**Out of School Hours Care**

# **Parent Handbook**



Reviewed June 2018

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**HOPE Christian College  
Out of School Hours Care  
213 Yorktown Road  
Craigmore SA 5114  
Hazel Jones (Director) Ph: 0490113631  
School Office Ph: 82871111**

**SERVICE PHILOSOPHY**

At HOPE Christian College Out of School Hours Care our core values reflect those which are a part of the HOPE Christian College purpose and vision:

*The Purpose of Hope Christian College*

Hope Christian College exists to provide a Biblically based Christian education for all students who attend.

*The Vision of Hope Christian College*

Developing the whole child in a caring, nurturing environment in the knowledge of the gospel of Jesus Christ.

*From within our Vision flow our words of HOPE:*

Hope of the Gospel of Jesus Christ  
Opportunity to grow together in a caring community  
Promise of future possibilities  
Excellence in teaching and learning

As a unique branch of the school that primarily facilitates leisure and play opportunities, we aim to provide a caring and safe environment where all children are able to participate in a range of play experiences that foster their physical, cognitive, social and emotional growth and development.

**The Child**

We believe that all children in our care:

- Learn and develop through play and exploration
- Have individual needs and interests
- Are to be respected as contributing individuals in their community, free to express their ideas
- Feel safe and secure

## **The Environment**

We aim to provide an environment for all our children, families, staff and visitors which:

- Is safe and well maintained for the health of all
- Is stimulating and conducive to quality play experiences
- Encourages the contribution of all parents and families
- Values the expertise of all staff

## **The Program**

We aim to provide programs which:

- Reflect staff knowledge of child development
- Respond to the needs, interests and abilities of all children in our care
- Stimulate the physical, cognitive, social and emotional development of all children in our care
- Are displayed for children and families
- Offer a wide range of activities

## **Our Community**

We aim to

- create a sense of belonging where children develop self-confidence, feel valued, are connected to others and develop relationships.
- radiate an inclusive community spirit where principles of equal opportunity and social justice are applied.
- Encourage an understanding and awareness of differences in culture, language, gender and abilities.

<b>HOURS OF OPERATION</b>
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### Before School Care (BSC)

The service is open from 6:30am to 8:30am, Monday to Friday except school holidays and public holidays.

### After School Care (ASC)

The service is open from 3:20pm to 6:30pm, Monday to Friday except school holidays and public holidays.

### Vacation Care (VAC)

The service is open from 6:30am to 6:30pm, Monday to Friday during Hope Christian College's holiday periods except Public Holidays and two weeks over Christmas and New Year.

## BOOKINGS

Both permanent and casual bookings can be made by filling out an OSHC enrolment form and returning this to the Director or to the School Office. For more information call Hazel Jones (Director) on 0490113631.

Please note that casual bookings can only be taken if a current enrolment form is filed with the service and there are available places during that session. To ensure that we are able to provide your children with care, we need you to contact us as soon as possible. In particular, for BSC booking please call us during business hours the day before.

Permanent bookings will be continued from term to term unless otherwise notified by parents/caregivers, but not from year to year. A new booking sheet/update enrolment form will need to be completed at the beginning of each school year.

Emergency bookings can be made by contacting the Director on 0490113631. Emergency contacts and medical information need to be given to OSHC prior to the child/ren's attendance at the service.

## FEES & CCS 2018

<b>Before School Care</b>	\$15.50 per session
<b>After School Care</b>	\$20.50 per session
<b>Vacation Care</b>	\$50.00 per day
	\$60.00 per incursion/excursion day
<b>Pupil Free Day</b>	\$50.00 per day
<b>Early Dismissal</b>	\$30.00 per session

As a government registered OSHC Service we have secured Child Care Subsidy and for those families who are eligible this may reduce fees. To register for CCS please call Centrelink on 13 61 50 or register online via myGov.

Child Care Subsidy is a means tested payment for families. Families will get differing amounts of benefit according to income, activity levels, child care hours used and the number of children in care.

Families are responsible for:

- Keeping Centrelink informed of changes to your circumstances.
- Signing your child/ren in and out of care.
- Advising the OSHC service of child care usage in other approved child care services.
- Checking that hours used at our service in a week do not exceed CCS entitled hours otherwise the hours that exceed this will be charged full fee

## PAYMENT OF FEES

Fees are calculated and charged weekly and the account is required to be paid by the end of each week unless prior arrangements have been made with the Director. Families are required to keep up-to-date with accounts and encouraged, if possible, to pay in advance.

If an email address is supplied on the enrolment form, accounts will be emailed rather than printed. If this does not suit, please let staff know to print your account instead. Accounts will be given on a weekly basis and families receiving printed copies can collect them from the accounts box on the sign-in table. Accounts are to be paid at the School Front Office or online. Payment can be made to the School Front Office by cash, cheque or arranging direct debit. When paying for OSHC fees be sure to specify that the payment be for OSHC fees rather than for your school account.

*\*Please note that fees will need to be paid on a weekly basis for child/ren to access the service unless a prior arrangement is made with the Director. Places may be forfeited if fees are not paid.*

## NON-PAYMENT OF FEES

Once fees have been outstanding for four weeks, the parent/guardian will receive a letter through the post requesting them to make payment immediately or to contact the HOPE Christian College Business Manager within seven days to negotiate payment options.

Further non-payment of fees owed to the service or failure to contact and negotiate payment with the Director will lead to another letter being sent advising that the child/ren will **NOT be able to attend until ALL outstanding fees are paid.**

If on a second occasion an account becomes overdue without negotiation, the child/ren may be excluded from the service and a meeting will need to be organised with the Director, HCC Principal and HCC Business Manager.

**All accounts must be cleared each year before the child/ren can return to the service the following year. Also, all prior Vacation Care fees must be paid in full before children may access the next Vacation Care program.**

## BOOKINGS and CANCELATION OF CARE/ABSENCE

**Before & After School Care - Five clear business days' notice** is required for cancellations/absences in OSHC or you will be charged. (Less CCB if the absence is within the 42 days allowable absences for the year).

**Vacation Care** – The vacation care program will be available from week 6 of the school term. All bookings must be made by Friday of week 8 of the school term to

avoid disappointment. After close of business Friday week 8 a no cancellation policy applies i.e. if a booking is made and then no longer required, you will be charged an absence day. (Less CCB if the absence is within the 42 days allowable absences for the year). Late bookings may be accepted but only if there are vacancies and staff available to keep within staff:child ratios and will be at the discretion of the Director.

**Early Dismissal or Pupil Free Days** - a no cancellation policy applies i.e. if a booking is made and then no longer required, you will be charged an absence day. (Less CCB if the absence is within the 42 days allowable absences for the year)

- Any change in booked times needs to be arranged beforehand with the Director and noted in the Parent Communication Diary on the sign in table or texted to the OSHC phone, or emailed to [oshc@hopecc.sa.edu.au](mailto:oshc@hopecc.sa.edu.au).
- Parents should tell the service of their child's inability to attend as soon as this is known by either contacting the Director via the OSHC phone, or emailed to [oshc@hopecc.sa.edu.au](mailto:oshc@hopecc.sa.edu.au) or contacting the School Office and leaving a message for the OSHC service. We understand that unforeseen circumstances can arise, such as sudden sickness, but even in this circumstance it is still important to notify the service as soon as possible. If it involves picking up the child/ren from school early please contact the Director to notify us of the cancellation.
- You have 42 allowable absent days each financial year, that you receive Child Care Subsidy from Centrelink. If you don't use a day that is booked, you will be charged an absence day. After you have used the 42 days you will not be entitled for any Centrelink benefits on any other absent day. You will be charged full fee.
- Two weeks' notice in writing must be given when a child is *withdrawn* from care.

## EXTRA-CURRICULAR ACTIVITIES

If child/ren are doing extra-curricular activities that take place at the same time as they are booked in for OSHC please let the Director know

- the activity they are booked into,
- what time they are due in OSHC or due to leave OSHC
- and the date this activity will finish.

It is important to notify the service so the staff members know the child/ren's whereabouts. It is the responsibility of the parents to arrange for someone to bring their child to OSHC from the activity or to collect their child from OSHC and take them to the activity.

## PRIORITY OF ACCESS

Access for families and children to the HOPE Christian College Out of School Hours Care Service will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents to access the service will be protected. Other members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and staff or the provision of training and experience to people in the children's services field.

The Australian Government has Priority of Access Guidelines (*Child Care Service Handbook 2016-2017*) for allocating places in the circumstances of our service reaching capacity and filling vacancies. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – 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 which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

When a service has no vacant places and is providing child care for a child who is a Priority 3, the service may require that child to relinquish their booking in order for the service to provide a place for a higher priority child, but only if:

- The person who is liable to pay child care fees was notified when the child first occupied the child care place that the service followed this policy **and**
- The service gives that person at least 14 days notice of the requirement for the child to relinquish their booking

When filling vacancies, OSHC services must give school children priority over children who have not yet started school. When an OSHC service has no vacant places and is providing care for a child who has not yet started school, the service may require that child to relinquish their booking so that the service can provide a place for a school child.



## COLLECTION OF CHILDREN

The names and contact numbers of all people authorised to collect your child/ren from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child/ren from the service, they must contact the service to advise of this arrangement and confirm who will collect the child/ren. Photo identification will be required from the person collecting child/ren if unknown to staff.

If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child/ren, the Director will need to contact the custodial parent/guardian to get his or her authorisation before the child/ren will be released into their care. Wherever possible, prior notification in writing should be provided by the parent. If that authorised person is not known to the service, the custodial parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

In the case of a parent or caregiver arriving at the service in a visibly intoxicated or otherwise unfit state to drive, to collect the child/ren, the person will be encouraged to contact another adult to drive them and the child/ren home or the service will offer to call a taxi. If the unfit person insists on taking the child/ren, the Police may be informed.

The Police will be immediately informed of any situation that may cause harm to any child or adult.

## FAMILY CONTACT AND CUSTODY ISSUES

Staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship. Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.

Where a child attending the service is not living with one of the parents, or where disputes arise or have arisen about the responsibility of the child/ren, the following will apply:

- Parental responsibility remains with both parents jointly and individually except where it is altered by a Parent Order. In the absence of a Parent Order the child/ren will be released to either parent.
- A Parent Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will

happen (Contact Order), which parent has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).

- Where a non-enrolling parent cites a Parent Order giving him or herself lawful access to the child/ren, the Parent Order needs to be produced for inspection by the Director. The enrolling parent will be phoned, to both check the existence of the Parent Order and to be informed about the situation.
- The child/ren will only be released into the care of the parent with Parental Responsibility.

### LATE COLLECTION OF CHILDREN

If you are unavoidably detained and unable to collect your child/ren at your specified collection time, please phone the Director and provide expected time of arrival. If children are unable to be collected before 6:30pm, please arrange for another responsible adult to collect the child/ren and advise the service of this arrangement, if this person is not an authorised person on the enrolment form.

If the parent has not contacted the service and the child/ren have not been collected by 6:30pm, the service will phone the custodial parent/s. If this is unsuccessful, the service will phone the emergency contacts listed on the child/ren's enrolment form to arrange for the child/ren's immediate collection. If this too is unsuccessful, the Director will contact Crisis Care who will work with local police to locate the parent/guardian.

*\* Please note that a late collection fee of \$1.00 per minute per child applies after 6:30pm and that this fee is NOT claimable under CCS rebate.*

### SIGNING IN & OUT GUIDELINES

#### Before School Care

Whilst dropping child/ren off at OSHC, parents are expected to sign-in each of their children on the provided Before School Care sign-in sheet.

#### After School Care

Children will be signed-in by staff upon the children's arrival to OSHC. Parents need to sign-out their child/ren on the provided After School Care sign-in/out sheet at the OSHC room when collection occurs.

#### Vacation Care

Whilst dropping child/ren off at VAC, parents are expected to sign-in each of their children on the provided Vacation Care sign-in sheet. Parents need to sign-out their child/ren when collection occurs.

## CHILDREN'S BELONGINGS BROUGHT FROM HOME

Our OSHC service allows children to bring their personal belongings from home to play with during OSHC. Whilst care will be taken with children's personal belongings, we do ask that all items are clearly labelled. Any unlabelled items that are not collected within one week will be placed in the lost property container.

### **Electronics/Hand Held Devices/Mobile Phones/Cameras**

Hope Christian College OSHC/Vacation Care is an *Electronics free* service. **Hand held and all electronic devices are not permitted at the Centre. If a child brings an electronic toy or mobile device, staff will keep this in a safe place until families and carers arrive.**

Therefore, please **DO NOT** provide your children with mobile phones or cameras. For safety and privacy, children are not allowed to take photos of or record other children in care on their own equipment nor show them photos on digital cameras.

## THE PROGRAM

A program developmentally appropriate to the leisure needs of the children attending the service will be provided. This involves activities that will develop each child's social, physical, emotional and intellectual potential, including language skills and creativity. The children are able to make their own choices from a range of activities during the session.

Staff will have access to the National Quality Standards and the curriculum framework 'My Time, Our Place' and will design their programs according to its requirements.

Programs will include opportunities that foster and enhance:

- friendships between children
- individual child/staff interactions
- cooperative and responsible behaviours among children
- individual and group interests

The programs will be balanced, providing a range of indoor and outdoor experiences, quiet and active times and settings, structured and unstructured activities, and opportunities to learn and practise life and social skills.

We aim to provide children with the following program choices:

- Art & craft
- Board games
- Construction
- Dramatic play
- Quiet areas for homework
- Soccer table
- Videos and DVDs
- Play Station 2
- Computer pools

- Sandpit play
- Outdoor play

The children in our service are encouraged to be actively involved in program planning, implementation and evaluation processes. Children and parents are encouraged to put forward suggestions and ideas to enhance children's interest and play experiences through informal and formal discussions with staff and through the Children's Ideas book and the Parent Communication Book.

### OSHC INTERNET POLICY

Due to the difficulty of monitoring what the children are viewing and the potential to view inappropriate material whilst on the Internet, we have a policy that during OSHC the children may use the Internet for HOMEWORK ONLY and must have the permission of the qualified staff member rostered on for that session. An exception to this is if children suggest a game from the Internet that is not found on our server. In this case a staff member will check the appropriateness of the game before the children are allowed to play it. If this is contrary to the values of our service, the game will not be permitted.

### BEHAVIOUR MANAGEMENT

As part of Hope Christian College, the Out of School Hours Care service adopts the HCC Behaviour Policy and has clear steps for unacceptable behaviour. The management of children's behaviour is essential to the provision of a safe, interesting, relaxed environment. The OSHC behaviour management policy aims to ensure:

- The safety and security of the children and staff
- The rights and feelings of the children and staff are respected
- The smooth running of the program

During HOPE Christian College OSHC we strive to:

- Reinforce positive behaviour
- Be consistent
- Have clearly established expectations
- Have the rules and consequences clearly known and understood by children, parents, and staff, with ongoing discussion and review
- Have parental support for our strategies

At OSHC children are expected to:

- Play co-operatively together by
  - Sharing
  - Being friendly
  - Looking after each other

Which means they are NOT to:

- Go out of bounds or leave areas without permission
- Fight or play fight
- Hit, kick, spit or push
- Swear, tease, threaten or harass
- Engage in any other similar activities that may place them and others in danger or in uncontrollable situations

We care about our program and therefore children are expected to:

- Keep our grounds tidy
- Clean up after activities
- Be co-operative and obey reasonable requests by staff

The following steps are introduced when the rules are not being followed:

1. 1<sup>st</sup> warning, identifying the inappropriate behaviour and explaining appropriate behaviour. The child is reminded of the rule or expectation.
2. 2<sup>nd</sup> warning and removing the child from the activity for an appropriate period of time.
3. If the unacceptable behavior continues, then reflection time will occur. (up to 1 minute per year of age). In reflection time, the child must sit out of the activity/situation with the opportunity for discussion with the educator.
4. If the unacceptable behavior still continues, a staff member and the child complete and discuss a Behaviour Sheet. Parent will be informed when collecting child and a note may be sent home.
5. Repeated inappropriate and unacceptable behaviour will result in consultation with families. The parent will be contacted and asked to collect the child as soon as possible and the child will be required to shadow a staff member until collection by parent. At this time, the child, parent/guardian and director may negotiate and formulate a behavioural plan.
6. If parental consultation and a behavioural plan does not improve behaviour, the issue will be directed to the school's principal and may result in suspension from the service for up to a week.
7. If all of the above steps prove unsuccessful, the child may be asked to leave the service.

**Depending on the severity of the situation, some behaviours may circumvent steps 1-6 outlined above. In the event of physical /violent behaviour, the Director will consult with the parents and the Principal and the child may be internally/externally suspended from Hope Christian College and OSHC service for a specified time.**

*Please note that violent/threatening behaviour or bad language will not be tolerated from anyone. If parents/caregivers engage in this type of behaviour, we will no longer offer our service to their family.*

## NUTRITION

HOPE Christian College Out of School Hours Care provides nutritious and varied food that both interests and meets all children's special dietary and health needs. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits.

Where possible, food provided will reflect a variety of cultures. Children will be encouraged to try new foods and provide feedback and ideas on food they wish to try. Children will also be involved where possible to prepare their own meals with staff assistance.

Water will be provided to children at all times.

### Allergies

Where a child has a known allergy it should be recorded on the enrolment form and staff must be provided with information on how best to meet children's needs and safety. The parents may be asked to provide a list of suitable and unsuitable foods and perhaps to supply special food requirements. A Medication Plan is required to be filled out by a doctor if prescribed medication needs to be administered.

## SUN SAFETY

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, children will be required to wear a hat, which protects the face, ears and neck, and apply SPF 50+ sunscreen when playing outside, if the UV index is 3 and above. To minimise the spread of infections such as head lice, impetigo and ringworm, children will not share hats. A NO HAT, SHADE PLAY rule will apply; If a child does not have a hat they will only be able to play under the shade.

SPF 50+ sunscreen will be supplied for the children to apply (with assistance if necessary). However, if there are any issues such as your child/ren needing a particular brand, then the service will need to be informed and the sunscreen supplied by the parents.

## MEDICATION

The Director is responsible for all medication on site regardless of whether it is administered by educators or parents. Children may only self-administer when supervised by a staff member. This is to protect the safety of the individual and others on site. All medication must be given to the Certified Supervisor on duty for that session to be stored appropriately. Medications are **not** to be kept in a child's bag or locker and will be stored securely in a locked room. Medication may be given to the teacher/School Office after Before School Care or to the parent at time of collection for After School Care unless we have been advised to retain for ongoing medication as per Medication Permission Form.

Where medication is required for the treatment of long term conditions or complaints such as Asthma, Diabetes, Epilepsy or ADHD the service will require a letter/form from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed (Medical Plan) This may be requested for over the counter medication as well as prescription only medication. If a medication authority is not provided we require written instructions from the parent /guardian (recommended in cases of short term medication only). In all cases the instructions must match those on the pharmacy label.

Prescribed medications (including Panadol and the like) can only be administered at OSHC once the service has received the Medication Permission form, completed by a parent/guardian This form is available from the service upon request.

Medication can only be administered by staff, which is:

- Identified on the Medication Plan form
- In original packaging, with child's name and correct dosage on it
- Not past its expiry date
- Enough for the required dosage

Only a qualified staff member will administer medications and enter the information on the Medication Permission Form. Another staff member will check the dosage and instructions, witness and sign the Medication Administration Form.

If children are receiving medication at home but not at the service, the service should be advised on the nature of the medication, its purpose and any possible side effects it may have on the child.

When offsite on excursions the Certified Supervisor will be responsible for including any medications needed in the staff black backpack. Also included is the Emergency Contacts/Health and Dietary/Consents/Medical Plans folder.

## IMMUNISATION

Parents are encouraged to immunise their child/ren against all diseases appropriate to the child/ren's age. Families seeking CCS for the first time for a child who is less than seven years old will need to meet immunisation requirements set out in the *Child Care Service Handbook*. A copy is available, please ask OSHC staff.

## RESPONDING TO ABUSE AND NEGLECT

Hope Christian College OSHC service has an obligation to all children attending the service to defend their right to care and protection. To support this right the service will follow the procedures set down by the Department of Family and Community Service under the Children's Protection Act 1993 Section 11 (1) & (2) when dealing

with any allegations of abuse or neglect of children to ensure the child's and other children's protection.

The service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

### **ILLNESS & ACCIDENT PROCEDURE**

Children who are ill or are suffering from a contagious disease will not be able to attend the service both for their own wellbeing and for the safety of others at the service. In the event of a child becoming sick during the OSHC session, the child will be comforted and cared for by staff and the parent/guardian or emergency contacts will be contacted and asked to collect the child as soon as possible.

In the event of an accident, trained staff will provide first aid assistance. If the injury or illness is serious, the Director will seek medical assistance by calling an ambulance. Parents are responsible for any medical costs incurred. When an accident occurs that requires medical assistance more than basic first aid the child's parents will be contacted immediately.

For minor accidents a staff member will record the incident in an Accident/Illness Report Form, which the parent needs to sign upon collection of the child.

### **INFECTIOUS DISEASES POLICY**

Children suffering from infectious diseases are excluded from OSHC for the length of time specified in the "Staying Healthy in Child Care" booklet. A copy is available in the Policies & Procedures folder in the OSHC room. The child will not be allowed to attend OSHC until the period of exclusion has been completed or a certificate from a medical practitioner declares the child fit to return.

OSHC parents will be made aware of the event of an infectious disease within the OSHC community by a note on our OSHC News board. This note will not give information on the particular person infected for confidentiality reasons.

### **EMERGENCY EVACUATION & LOCK-IN PROCEDURES**

#### **OSHC EVACUATION PROCEDURE**

Three short sharp whistle blows by OSHC Educator

The Qualified Educator in charge will collect the attendance roll, emergency contacts folder and a mobile phone.

Other OSHC staff members will lead all children and visitors in an orderly fashion to the front or rear (as applicable) of 213 Yorktown Road car park whilst closing doors



and windows on the way to contain the spread of fire and checking that the building is empty.

Once in the car park, the Qualified Educator in charge will check that all children and staff are accounted for. Outside of normal school hours, the most qualified OSHC staff member on duty will call triple zero 000 for assistance and notify the Principal.

Everyone will remain at the front of 211 Yorktown Road car park and the doors to the OSHC building will be closed but unlocked. Under no circumstances will any person re-enter the building until safety is established by the relevant emergency services and the all clear is given by the HCC Principal, OSHC Director or relevant emergency services.

### **OSHC LOCK IN PROCEDURE**

Continual long whistle blows by OSHC staff member

Any staff or children in close proximity to the OSHC building should be brought inside.

Lock the doors and shut windows to secure the area

Turn off lights and close blinds.

Persons in room to sit on floor away from doors and windows

The most qualified OSHC staff member on duty will check that all children and staff are accounted for.

No exit or entry to or from the room until the all clear signal – 4 tones descending or until the all clear is given by SA Police or the Hope Christian College Principal.

Outside of normal school hours, the most qualified OSHC staff member on duty will call SA Police (000) for assistance and notify the Principal.

<h3><b>GRIEVANCE PROCEDURE FOR PARENTS</b></h3>
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Parents have the opportunity to air their grievances with the service by:

- Discussing the problem with the relevant staff member.
- If, after discussion with the relevant staff member, the parent feels further action is necessary, they should take the matter up with the Director either in writing or in person.
- If the parent still feels, after discussion with the Director, that further action still is necessary, they should ask the Director to raise the issue with the HCC Principal.
- Alternatively the parent may write directly to the HCC Principal.

- The Principal will advise the Director of their decision and the Director will convey that decision to the parent and staff member/s concerned.

*Please note that violent/threatening behaviour or bad language will not be tolerated from anyone. If parents/caregivers engage in this type of behaviour, we will no longer offer our service to their family.*

**GRIEVANCE PROCEDURE FOR CHILDREN**

The children at OSHC have the following opportunities to air their grievances:

- Children are encouraged to speak to their parents and together approach the Director with their concerns.
- Speak to a staff member they feel comfortable approaching.
- Speak to the Director about the matter.
- Write down concerns and place in the Suggestion Box.

**OSHC STAFF**

All staff endeavor to offer a high quality service in accordance with the National Quality Standards and use the My Time Our Place curriculum to inform practice. All staff members have a Govt. of South Australia Dept. for Communities and Social Inclusion, Child Related Employment Screening upon employment and thereafter every three years. Our permanent/qualified staff members are trained in Respond to Abuse and Neglect and Senior First Aid, Anaphylaxis and Asthma training as well as general training in other areas necessary in our service. If your child/ren have any special needs that will require training for the staff please let the Director know prior to the commencement date of your child attending the service.

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Please complete the following, detach this portion along the dotted line from the handbook and return to the OSHC Director within two weeks of your family commencing HOPE Christian College OSHC/VAC service.

I/We have read and understood and agree with the information contained in the Parent Handbook.

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

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

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