

OUT OF SCHOOL HOURS CARE

Family Handbook



HOPE
CHRISTIAN COLLEGE

Hope Opportunity Promise Excellence

Welcome

We welcome you and your family to the Hope Christian College Out of School Hours Care service. It is our privilege and honour to partner together with you in educating and caring for your children to develop their potential for God's glory. This Handbook covers essential information about our OSHC service. You are welcome to discuss any further questions with the OSHC Director. We look forward to ministering to your child and serving your family.

Contact Details

Director: Kymberley Brooks
Mobile: 0490 113 631
Email: oshc@hopecc.sa.edu.au

Service Philosophy

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, emotional and spiritual growth and development.

The Child

We believe that all children in our care:

- are made in the image of God and that their dignity and precious worth is found in Him
- are gifts from God, created with unique personalities, needs, interests, dispositions, talents, giftings and abilities, for a purpose
- learn and develop through play and exploration
- are to be respected as capable and contributing individuals in our community, invited and empowered to express their ideas and make decisions that affect them and the OSHC community
- are influenced by educators being positive role models of love, care and nurture
- have the right to feel safe and secure.

The Family

We believe that families:

- bring expertise of their knowledge and understanding of their children which enhances the program and positively impacts learning outcomes
- are valuable contributors to our service and are to be invited to give feedback which is to be considered during the decision-making process of the service.

The Environment

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

- is safe and well maintained for the health of all
- is stimulating and conducive to quality play experiences
- radiates a sense of “home” and belonging
- embeds sustainable practices.

The Program

We aim to provide programs which:

- reflect educators’ knowledge of child development
- respond to the needs, interests and abilities of all children in our care
- stimulate the physical, cognitive, social, emotional and spiritual development of all children in our care
- offer choice and empower children’s sense of agency and autonomy
- cater for all levels of development, recognising individual learning styles, providing challenge, stimulation and creativity.

Our Community

We believe people are created with the need to belong to community so we strive 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, appreciation and celebration of differences in culture, language, gender and abilities.

Hours of Operation

We offer care for children attending Hope Christian College in Reception through to Grade 7, and on a case-by-case basis for their younger siblings who attend Craigmore Kindergarten.

Before School Care (BSC)

The service is open from 6:20am to 8:30am, Monday to Friday except school holidays and public holidays.

After School Care (ASC)

The service is open from 3:20pm to 6:15pm, Monday to Friday except school holidays and public holidays.

Vacation Care (VAC)

The service is open from 6:30am to 6:15pm, Monday to Friday during Hope Christian College's holiday periods except public holidays and our closure period of two weeks over Christmas and New Year.

Bookings & Cancellations

Before School Care & After School Care

Both permanent and casual bookings can be made by phone call or SMS to the OSHC mobile, by email or by writing in the parent communication diary which is found at the sign-in bench. We will reply to all bookings made by phone call, SMS and email so if you don't receive a reply, please contact us again.

Bookings need to be made by 9am the day prior for Before School Care bookings and by 9am on the same day for After School Care bookings. If you contact us after this time due to an emergency or extenuating circumstance, we will contact you after 2:30pm to confirm whether we can or cannot accept your booking but please note that it would be too late to organise additional educators so if we are full, we will need to decline the booking.

Permanent bookings will be continued from term to term unless otherwise notified by families. However, families will need to inform us of bookings each new school year.

Five full business days' notice is required for cancellations/absences in BSC and ASC or you will be charged (less CCS if the absence is within the 42 days allowable absences for the year). Families should tell the service of their child's inability to attend as soon as this is known, by phone call or SMS to the OSHC mobile, by email or by writing in the parent communication diary which is found at the sign-in bench. You have 42 allowable absence 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 Child Care Subsidy on any other absence day. You will be charged full fee.

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 your child from school early, please contact the Director to notify us of the cancellation of After School Care so that we can account for your child's whereabouts.

Vacation Care

The Vacation Care package 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 CCS 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 this will be at the discretion of the Director.

Early Dismissal & Pupil Free Days

Bookings can be made by phone call or SMS to the OSHC mobile, by email or by writing in the parent communication diary which is found at the sign-in bench. 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 CCS if the absence is within the 42 days allowable absences for the year).

Signing In & Out Guidelines

Before School Care

When dropping your child off at OSHC, families are expected to electronically sign-in each of their children on the iPad.

After School Care

Children will be signed-in by an educator upon the children's arrival to OSHC. Families need to electronically sign-out their children on the iPad.

Vacation Care

When dropping your children off at OSHC, families are expected to electronically sign-in each of your children on the iPad and sign-out your children when collecting them.

Late Collection of Children

If you are unable to collect your child before our 6:15pm closing time, please arrange for another responsible adult to collect your child and advise the service of this arrangement, if this person is not an authorised person on the enrolment form.

If the service isn't informed and your child has not been collected by 6:15pm, the service will phone the custodial parents. If this is unsuccessful, the service will phone the emergency contacts listed on the child's enrolment form to arrange for the child's immediate collection. If this too is unsuccessful, the Director will contact Crisis Care or SAPOL who will work to locate the parent/guardian.

Please note that a late collection fee of \$1.50 per minute per child applies after 6:15pm and that this fee is NOT claimable under CCS rebate.

Extra-Curricular Activities

If your child is involved in extra-curricular activities at the College 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
- the date this activity will finish

It is important to notify the service so the educators know the child'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.

Fees & Child Care Subsidy

Before School Care \$16 per session

After School Care	\$21 per session
Early Dismissal	\$30 per session
Pupil Free Day	\$55 per day
Vacation Care	\$55 per day

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 your myGov account. Go to:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

Child Care Subsidy is a means tested payment for families. Families will receive different amounts of subsidy according to income and 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 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 fortnight do not exceed your CCS entitled hours otherwise the hours that exceed this will be charged full fee
- Meeting immunisation requirements

Payment of Fees

Fees are calculated and charged the week after care is provided. Invoices are given each Wednesday and the account is required to be paid by the end of that week unless prior arrangements have been made with the Director. Families are required to keep up-to-date with accounts.

If an email address is supplied on the enrolment form, invoices will be emailed rather than printed. If this does not suit, please let staff know to print your invoices instead. Families receiving printed copies can collect them from the OSHC office.

Accounts are to be paid at the College Front Office or online. Payment can be made to the School Front Office by cash, card or cheque. When paying for OSHC fees be sure to specify that the payment is for OSHC fees rather than for your school account. Online payment details are as follows:

Account Name: Hope Christian College Incorporated
 BSB: 065-137
 Account Number: 00127689
 Reference: (Family code) OSHC

Once fees have been outstanding for two weeks, the family will receive a phone call to negotiate payment options. If the payment plan is not adhered to, children may not be able to use the service until all of the outstanding fees are paid.

All accounts must be cleared each term before your child can return to the service the following term. All prior Vacation Care fees must be paid in full before your child may access the next Vacation Care program.

Enrolment Forms

You are required to complete an enrolment form for each of your children whom you wish to attend OSHC, prior to their commencement at OSHC. We understand information may change over time, such as addresses, phone numbers, emergency contacts and health details. Please advise the Director of any changes to the information on the enrolment form as necessary. At the commencement of the new school year, you will be asked to verify the currency of the information before making bookings.

Collection Authorities

We have a duty of care to only release children to a person given authority by the custodial parent/guardian. For the protection of your child we require photo identification from the person collecting your child if the person is unknown to educators working that session.

The names and contact numbers of all people authorised to collect your child 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 you arrange for an unauthorised person to collect your child from the service, you must contact the service to advise of this arrangement and confirm who will collect the child. If you do not notify the service, then the Director will contact the custodial parent/guardian to get his or her authorisation before the child will be released into their care. Written permission will need to be given retrospectively.

Family Contact & Custody Issues

Educators will communicate with families 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, 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 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, 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 will only be released into the care of the parent with Parental Responsibility.

OSHC Staff

Our OSHC program is delivered by caring educators who are invested in your child's wellbeing. All educators have successfully completed Child Safe Environments training and have current DCSI Child-Related Employment Screenings, and as they expire, will secure Working with Children Checks in accordance with current regulation. An educator trained in first aid and asthma and anaphylaxis training is present at the service at all times children are cared for. If your child has any special needs that will require training for educators, please let the Director know prior to the commencement date of your child attending the service.

We provide the unique blessings of a Christian OSHC environment, with educators who are committed in their walk with Christ, which filters into and is embedded throughout our faith-based program. Information on individual educators is displayed in the OSHC room and is also included regularly in our OSHC Newsletter.

All educators endeavour to offer a high-quality service in accordance with the National Quality Standards and use the *My Time, Our Place* learning framework to inform practice.

Accreditation & the National Quality Framework

We are an approved OSHC service and are expected to meet the requirements of the National Quality Standard, governed by the Australian Children's Education and Care Quality Authority (ACECQA). The National Quality Standard is made up of 15 standards in 7 quality areas. These quality areas include:

- QA1: Educational Program & Practice
- QA2: Children's Health & Safety
- QA3: Physical Environment
- QA4: Staffing Arrangements
- QA5: Relationships with Children
- QA6: Collaborative Partnerships with Families & Communities
- QA7: Governance & Leadership

Each year our service reviews its practices against the National Quality Standard to identify strengths and areas for improvement and a Quality Improvement Plan is developed. The Director will keep you informed with the quality area being reviewed through such means as displays and the OSHC Newsletter. Family feedback is valuable to us and is encouraged via surveys and written and verbal feedback.

Our service was assessed in November 2017 and we are excited to be rated Exceeding the National Quality Standard.

My Time, Our Place Learning Framework

The *My Time, Our Place* (MTOF) framework is the national curriculum which is the foundation of our program. The five MTOF learning outcomes are designed to capture the integrated and complex learning and development of school age children.

The outcomes are:

Children have a strong sense of identity

Children feel safe, secure and supported. Children develop their autonomy, inter-dependence, resilience and sense of agency. Children develop knowledgeable and confident self-identities. Children learn to interact in relation to others with care, empathy and respect.

Children are connected with and contribute to their world

Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation. Children respond to diversity with respect. Children become aware of fairness. Children become socially responsible and show respect for the environment.

Children have a strong sense of wellbeing

Children become strong in their social and emotional wellbeing. Children take increasing responsibility for their own health and physical wellbeing.

Children are confident and involved learners

Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity. Children use a range of skills and processes such as problem-solving, enquiry, experimentation, hypothesizing, researching and investigating. Children transfer and adapt what they have learned from one context to another. Children resource their own learning through connecting with people, place, technologies and natural and processed materials.

Children are effective communicators

Children interact verbally and non-verbally with others for a range of purposes. Children engage with a range of texts and gain meaning from these texts. Children collaborate with others, express ideas and make meaning using a range of media and communication technologies.

The Program

Our program is developmentally appropriate to the leisure needs of the children attending the service. 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.

Educators use the curriculum framework *My Time, Our Place* and its principles, practices and outcomes to design our programs.

Our programs are 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 and card games
- Construction
- Science
- Cooking
- Dramatic play
- Sports and active play
- Quiet areas for homework

The children in our service are encouraged to be actively involved in program planning, implementation and evaluation processes. Children and families are encouraged to share suggestions and ideas to enhance children's interest and play experiences through informal and formal discussions with educators and through the Parent Communication Diary.

Each child's learning and development is evaluated regularly and these evaluations lead to further activities for the extension of their learning. Each regular child has activities planned for them at least once a term. A minimum of one learning story is written for each child per term but usually it is more often than this.

Please see the programming cycle diagram and the weekly program on our educational program noticeboard to further your understanding of our documentation of children's learning.

Storypark App

Our service uses the Storypark app platform for the documentation of children's learning and development. An e-portfolio is created for every regular child and the information contained in your child's e-portfolio is owned by you as the family and you will permanently have access to this, even after your child leaves the service.

Once we create a profile for your child, you will receive email invites to the platform for each of your children. Once you've accepted the invite and registered, you may view your child's e-portfolio through the Storypark website or through the app on your phone or tablet. You are then welcome to view and comment on your child's stories and communicate with educators about your child's learning. You can even create your own learning stories to share with our service. You also have the authority to invite other family members to access and view your child's e-portfolio.

In addition, we also use this platform to send community posts to families, such as newsletters, policy review questions and Quality Improvement Plan questions and we invite you to share your feedback.

Meals & Nutrition

Our service provides breakfast during Before School Care, afternoon tea during After School Care and breakfast, lunch and afternoon tea during Vacation Care. We offer a variety of nutritious foods that both interests and meets all children's special dietary and health needs. Meal times and activities involving food preparation provide positive learning experiences for children, who are encouraged to develop healthy eating habits.

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

Water is provided to children at all times.

Food safety procedures are displayed and followed so that all food is prepared and consumed in a hygienic manner, and the service has regular food safety inspections from the local council.

Allergies

When a child has a known allergy, it should be recorded on the enrolment form and the Director 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.

Sun Smart Practices

To ensure all children and educators attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, children and educators will be required to wear a hat, which protects the face, ears and neck, and apply SPF 50+ sunscreen (supplied by OSHC) when playing outside, during times the UV index is 3 and above. For those children who haven't brought a hat with them, an OSHC hat will be supplied so that they are still able to engage in active play experiences.

Accident & Illness Procedure

An educator trained in first aid and asthma and anaphylaxis training is present at the service at all times children are cared for.

Accidents

In the event of an accident, trained educators will provide first aid assistance. If the injury or illness is serious, the Director or Responsible Person 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 parent will be contacted immediately. An educator will record the incident in an Accident/Illness Report Form, which the parent needs to sign upon collection of the child or at their soonest convenience and it will then be stored at the service.

Illness

Children who are ill 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 your child becoming sick during the OSHC session, they will be comforted and cared for by educators and the family or emergency contacts will be contacted and asked to collect your child as soon as possible. An educator will record the illness in an Accident/Illness Report Form, which the parent needs to sign upon collection of the child and it will then be stored at the service.

Infectious Diseases

Children suffering from infectious diseases are excluded from OSHC for the length of time specified in the *Staying Healthy 5th Edition* resource. An electronic copy is available in OSHC. 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 families will be made aware of the event of an infectious disease within the OSHC community by a message on the iCheckin app when signing their child in or out and a note with information about the disease displayed on the family noticeboard. Information regarding the particular person infected will not be shared for confidentiality reasons.

Medical Conditions

Families of children with a pre-existing medical condition that may require immediate medical intervention, such as diabetes, anaphylaxis and asthma, are required to provide a health care plan completed by a medical professional. This plan must include a review date or expiry date.

Due to the importance of all educators familiarising themselves with the needs of these children, information is provided in a number of ways, including sharing details at staff meetings, and educators reading the list of children's health needs before each shift and this list being available at all times to refer to. Dietary health needs are also displayed in the OSHC kitchen.

Medications

The educator fulfilling the Responsible Person role is responsible for all medication at the service regardless of whether it is administered by educators or families. All medication must be given to the Responsible Person on duty for that session to be stored appropriately. Medications are **not** to be kept in a child's bag and will be stored securely in the OSHC office. Children may only self-administer when supervised by an educator. This is to protect the safety of the individual and others at the service. OSHC educators can give medication to the HCC Student Services after Before School Care has finished or to the family at time of collection from 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 health care plan 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. This form must include a review date or expiry date. 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 such as antibiotics). In all cases the instructions must match those on the pharmacy label.

Prescribed medication (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 educators, 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 educator will administer medications and enter the information on the Medication Permission Form. Another educator will check the dosage and instructions, witness and sign the Medication Permission Form.

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

Behaviour Guidance

As part of Hope Christian College, the OSHC 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 guidance 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

Educators at our service strive to:

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

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

1. 1st warning identifying the inappropriate behaviour and explaining appropriate behaviour. The child is reminded of the rule or expectation.
2. 2nd warning and removing the child from the activity and redirecting them to another 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 an educator.
4. If the unacceptable behavior still continues, an educator and the child complete and discuss a Behaviour Sheet. Families will be informed when collecting their child and a note may be sent home.
5. Repeated inappropriate and unacceptable behaviour will result in consultation with families. The family will be contacted and asked to collect the child as soon as possible and the child will be required to shadow an educator until they are collected. At this time, the child, family and Director may negotiate and formulate a behaviour plan.
6. If parental consultation and a behaviour plan does not improve behaviour, the issue will be directed to the College 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 or violent behaviour, the Director will consult with the family and the Principal and the child may be internally/externally suspended from Hope Christian College and the OSHC service for a specified time.

Policies & Procedures

Our service's Policies & Procedures folder is located in the OSHC room and is available for families to view. These policies are underpinned by our Philosophy and cover a range of topics relevant to the running of our service. Feedback is sought from management, educators, families and children when these are reviewed and families are informed of any changes that impact them.

Confidentiality

We adhere to the College's confidentiality policy. The service reserves the right to disclose information to appropriate government authorities if necessary.

Responding to Abuse & Neglect

Our 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 Child Protection under the Children & Young People (Safety) Act 2017 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.

Emergency Evacuation & Lock-Down

Both emergency evacuation and lock-down procedures will be rehearsed at the service every three months so that the educators and children will know what is expected of them. Effort will be made to share these rehearsals between Before School Care, After School Care and Vacation Care and on days that different educators are working. Procedures are displayed near the room exits.

Family Involvement

Recyclable Materials

We would appreciate any boxes, leather, wool, buttons, paper, fabric, ribbons, etc that can be used for creative activities. If there are any other items you think might be beneficial to helping the OSHC and you would like to donate, please let us know.

Toys & Games Donations

Please let us know if you have any donations of age-appropriate toys and games in good condition that might be beneficial to the OSHC program.

Policy Review

We value your feedback and suggestions as we review policies regularly. Please see the noticeboard for updates.

Quality Improvement Plan Review

We appreciate receiving your feedback for our strengths and for your ideas to improve our service so please share your thoughts when we review each of the quality areas of our QIP each year.

Volunteering

If you have a skill or cultural experience you would like to share with the OSHC children as part of our program, please discuss this with the OSHC Director. Please note that all volunteering adults are required to provide a Working With Children Check prior to volunteering in the service.

Sharing Resources & Community Information

We have a community resource display near the OSHC sign-in bench to support families to access agencies and organisations in the community. If you know of community programs you would recommend to other families, please discuss this with the OSHC Director and we can add the information to our display or referral list.

Grievance Procedures

Families

Families have the opportunity to air their grievances with the service by:

- Discussing the problem with the relevant educator.
- If, after discussion with the relevant educator, 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 educator 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.

Children

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

- Children are encouraged to speak directly to the person they have an issue with
- Speak with an educator they feel comfortable with for support
- Speak to the Director about the matter
- Speak with their family about the concern

Devices

Electronics, Hand Held Devices, Mobile Phones, Cameras & Smart Watches

Our OSHC service is an electronics-free service. These devices are not permitted at the service. If a child brings one of these devices, educators will keep this in a safe place until families arrive.

Therefore, please DO NOT provide your children with these devices. 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.

Internet Use

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 ordinarily during OSHC the children may use the Internet for HOMEWORK ONLY with permission from an educator. However, there may be other times children may use the Internet whilst supervised, such as for searching for recipes and activities or playing an approved educational game.