



**BRAEVIEW SCHOOL
OUTSIDE SCHOOL HOURS CARE
(BOSHC)**

FAMILY HANDBOOK

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INTRODUCTION

Welcome to Braeview School Outside School Hours Care Service. (Braeview OSHC). This handbook outlines routines, policies and procedures relevant to families.

BOSHC provides care for school age children outside of school hours during term time and for approximately 10 weeks per year in the holidays. The service offers Before School Care, After School Care, full-day care on Pupil-free days and Vacation Care. The service closes for a period of two weeks at Christmas.

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 or Assistant Director.

If you have not already done so, please contact the Director/Assistant Director to arrange a family and child induction visit, prior to your child's first attendance.

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

BRAEVIEW SCHOOL OSHC

PHILOSOPHY and GOALS

Braeview OSHC provides quality childcare to meet the needs of the children, parents, caregivers and community. We aim to provide a nurturing environment that is safe, friendly and welcoming, where school-aged children play, relax, build new skills and develop friendships.

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 through recognising the importance of learning through play and leisure in a variety of structured, child-initiated and spontaneous recreational activities, in a range of indoor and outdoor spaces.

Braeview OSHC is an inclusive service catering for developmental needs and interests, cultural diversity, beliefs, values, and gender, and for children with different abilities. All children are respected and supported through equity and inclusion.

Each child is treated as an individual in a friendly atmosphere where respect, curiosity, initiative and self-esteem are fostered. Children's behaviour is guided in a positive way to build confidence and promote self-regulation. Through discussions and activities, the children at the service develop respect and a caring attitude for other people and for the natural environment.

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.

Service Goals

- To provide a friendly, caring, welcoming and safe environment for children, families and staff.
- To create a smooth transition between home, school and other environments significant to children.
- 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 acknowledge that children are capable, resourceful, and active contributors in their learning.
- Promote play and leisure as the foundation of physical, social, creative, emotional, and personal aspects of learning.
- Encourage self-regulation of emotions to support children.
- Encourage health and well-being by providing nutritious snacks, modelling healthy eating habits and providing physically active play experiences.
- Develop collaborative relationships with parents and the school community and encourage involvement in our service.
- Promote the School Values of Be Kind, Be Brave, Bounce Back.

NATIONAL QUALITY STANDARD (NQS)

The Australian Government introduced the National Quality Standard (NQS) on 1st 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 learning, 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:

Quality Area 1: Educational Program and Practice

Quality Area 2: Children’s Health and Safety

Quality Area 3: Physical Environment

Quality Area 4: Staffing Arrangements

Quality Area 5: Relationships with children

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Leadership and service management

The OSHC Educators are continuously developing improvement plans for each of the 7 Quality Areas. Educators program activities, experiences and routines around the outcomes of the OSHC Framework “My Time, Our Place” (MTOP):

Outcome 1: Children and young people have a strong sense of identity

Outcome 2: Children and young people are connected with and contribute to their world

Outcome 3: Children and young people have a strong sense of wellbeing

Outcome 4: Children and young people are confident and involved learners

Outcome 5: Children and young people are effective communicators

A Quality Improvement Plan (QIP) for the NQS is maintained and feedback from educators, children, families and the OSHC Advisory Committee is incorporated in this plan.

Families have the opportunity to contribute through surveys, feedback forms, suggestion box, emails and other means of feedback. An OSHC program scrapbook is used to highlight children’s brainstorming, activities/experiences and the implementation of the OSHC Program. 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 share and display in our OSHC environment. We have a photo board linking experiences in OSHC to the 5 Outcomes of MTOP which we encourage families to view and read.

LOCATION:

OSHC is located behind the playground off the school car park. The entrance is under the verandah. The service has 3 rooms: Front room (with OSHC Office); Kitchen/Dining Room; Back Room (carpeted playroom). OSHC also utilises the school hall and Activity Room.

APPROVED PROVIDER

Braeview School Governing Council is the approved provider of Braeview OSHC.

APPROVED LICENCED PLACES - 85

HOURS OF OPERATION

Before school care: 6.30am – 8.45am

After school care: 3.10 pm - 6.15 pm Tuesdays 2.20pm -6.15 pm

Vacation care: 6.45am - 6.15 pm
(Closed for a two-week period from Christmas)

Pupil Free Day: 6.30am - 6.15 pm

School Closure Days: OSHC is closed on school closure days.

ENROLMENT PROCEDURE

- To enrol in the program, parents should collect an enrolment package (Enrolment form, Parent handbook, Childcare Subsidy agreement, Child Details Form) from the Director/Assistant Director or Responsible Person in Charge of the session.
- An enrolment form must be fully completed and returned, minimum two days prior to commencement at the service.
- Up to three children can be completed on the family enrolment form.
- It is the responsibility of parent/carer's to notify OSHC in writing when circumstances change such as phone numbers, contacts, medical/health needs, people permitted to collect children.
- Separate booking forms are required for each Vacation Care period along with a signed excursion consent.
- Families are encouraged to contact the service to make a time to visit for an orientation, prior to the child's first attendance.
- Children with medical and health needs, may not attend the service until appropriate health plans and medication is provided.
- Please phone or email the service if you encounter any difficulties during the registration and enrolment process.

BOOKINGS

- Permanent/ongoing bookings – same days/sessions each week/fortnight
- Casual bookings – days/sessions vary

To ensure correct staff/child ratio, all children must be booked in for care as early as possible. Places are limited by licensing standards and children cannot be guaranteed a place unless prior bookings are made.

Bookings Methods:

- Spike Booking App (scan the QR code at the OSHC desk and staff will inform you of your password)
- Term Booking Form
- Email/text the service
- Parent communication book

CANCELATIONS

ASC and BSC bookings - can be cancelled without charge if 24hours notice is provided.

The Service MUST be notified by parents/caregivers if a child is not going to attend a session.

Children who are absent from a session without prior 24 hours notification will be charged as an absence and be required to pay the usual gap fee.

Bookings may be cancelled for a specific day or time period, if a medical certificate for the child is provided to the service with 24 hours of the absence.

Vacation Care bookings - After the booking deadline date (usually the Friday of the second last week of the term): If your child is unable to attend a booked day, they will be marked as an Allowable Absence and the gap fee will be charged as normal. Please ensure you phone, email or text the service by 8.30am on days your child will be absent. However, if your child is unwell and a medical certificate for the date/s of absence is provided within 24 hours, the booking/s will be removed as a medical cancellation and no fee charged. The Vac Care policy is different to the BSC/ASC cancellation as a lot of preparation is involved for the holidays, including venue confirmations of numbers, bus hires, staff roster, ordering supplies in advance.

FEES

Before School Care:	\$15 per session per child
After School Care:	\$28.00 per session per child
Pupil Free Day:	\$65.00 per session per child
Vacation care Full Day:	\$65.00 per child per day per child
Vacation Care Excursion Day:	\$70.00 per child per day

Late Collection Fee: \$20 per 15 minutes or part thereof

Non notification of absence for ASC: \$5

Outstanding Fee Surcharge: \$5 (Fees must be paid weekly or fortnightly to avoid the late fee)

REGISTRATION FEE

The initial registration fee is \$15 per family and is payable upon enrolment.

A \$10 renewal fee is payable at the beginning of each school year and will be added to family accounts.

CHILD CARE SUBSIDY (CCS)

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, <https://www.servicesaustralia.gov.au/child-care-subsidy> (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 and work status. Families must notify the OSHC service if they are eligible to receive CCS and also provide Braeview 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. The first week of attending, families will be required to confirm their child has bookings at Braeview OSHC on their myGov to activate their CCS.

PAYMENT OF FEES

- Fees can be paid on the school QKR app, Internet Banking transfer, EFTPOS at the service. Cash is not permitted under Federal Government regulations for Childcare Gap Payments. The service is introducing direct debit in 2024.
- Fees must be paid on a weekly or fortnightly basis.
- Invoices are emailed each week, usually on a Tuesday after the Government CCS subsidy has been paid to family accounts. (or a Wednesday after a public holiday Monday)

OUTSTANDING FEES

- Parents will receive a reminder via email or text when their fees have not been paid for a period of three weeks.
- If fees have not been paid the following week, then an outstanding fee surcharge is added to the account and another reminder sent with 7 days' notice.
- Failure to pay fees within four weeks, will result in a warning that OSHC bookings may be cancelled.
- Families who repeatedly pay fees late, may be asked to pay fees in advance rather than in arrears. This includes families who fail to pay Vacation Care fees within two weeks of Vacation Care ending. Future bookings may only be accepted with a deposit prior to the holidays, depending on number of days booked.
- Parents with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments which may result in an agreed payment plan. If this is not done, or the agreed arrangements are not kept, their child's bookings may be cancelled with 7 days' notice.
- Ongoing outstanding fees will result in OSHC Bookings being cancelled and the account will be forwarded to a Debt Collection Agency.

ARRIVAL AND DEPARTURE

PIN for signing students in and out on the iPad system

Each authorised person on a child's enrolment form is given a computer-generated PIN. People permitted to collect must speak to staff the first time they sign in or out to be given their PIN and shown how to use the system. If it is your first time and staff have not met you before, you may be asked to show identification. Once the PIN has been used the first time, staff can show you how to change the PIN to a number you choose or you may opt to keep the PIN given.

DO NOT give you PIN to anyone else. Each individual person authorised to collect has their own PIN in our system and the name of the person who signed in or out is recorded. Your PIN is like an electronic signature.

Before school care

Children must be brought into the service each morning by parent/carer/person authorised on enrolment form, and signed in by the authorised person on arrival, using their own PIN on the iPad.

Children are dismissed from before school care just after the 8.30am bell, when school staff members commence duty.

After School Care

Arrival – Reception and Year 1 students are collected from their class, just prior to the bell. All other students are expected to go straight to OSHC following their dismissal from class and are signed in by staff on arrival to the Activity Room.

Departure – Children must be signed out by a parent/carer/person authorised on enrolment form using their personal PIN on the iPad and a staff member must be notified of their departure.

No child will be permitted to leave the service unaccompanied by a parent / caregiver.

SPORTS PRACTICE/EXTRA-CURRICULAR ACTIVITIES ON SCHOOL SITE

If your child will be attending extra-curricular activities during OHSC attendance, the parent must complete a sport release form at OSHC, prior to the first training or activity.

Children attending Sports Practice or other activities, must report to OSHC after they are dismissed from class, to be signed in on the iPad. The child is then signed out by staff on the extracurricular activity attendance.

Depending on the location of the activity and age of the child, the children may walk to the training, viewed by OHSC staff (eg walk to the hall for basketball) or an OHSC educator may escort a child and handover to the coach.

On returning from Practice children must report to the senior staff member on duty in the front room, who will sign them back in. The coach from the relevant sport practice can also sign children out and back into OSHC.

OSHC children attending sports practice are required to wear a blue OHSC singlet top over their uniform to alert the coach they are an OHSC student.

LATE COLLECTION

If children have not been collected from the OSHC by closing time (6.15pm) the following procedure will take place: -

1. The staff members on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment forms. A late fee of \$5.00 for every 5 minutes or part there of will be charged from 6.15pm. to 6.30pm.
2. If no contact has been made by 6.30 pm. (15 minutes after closing time), the fee will then rise to \$15.00 for every 15 minutes or part there of.
3. Staff will continue to attempt to contact parents/guardians/emergency contacts.
4. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact Crisis Care on 13 1611 or the Police and the child/ren may be handed over to their care. A note explaining this action and the Crisis Care/Police station phone number will be displayed in the OSHC service window.

FACILITIES AND EQUIPMENT

The OSHC facility is comprised of

- The Front Room (entrance) with a chill out space and tables for board games; construction; craft and drawing. The OSHC office is also located in the corner of this room.
- A kitchen/dining space – used for breakfast, afternoon tea, cooking activities. In the afternoon the tables can be used as a quiet space for Homework or for messy art activities like painting.
- The Back Room which is a carpeted playroom.
- OSHC also has access to the hall, Activity Room and the outdoor school grounds eg. playgrounds, oval and courts.

Choice of activities and equipment includes:

- A range of sports equipment in the hall and a sports trolley for free play at the asphalt/oval.
- Indoors children have access to a range of items including a variety of toys, games, books, board games, construction equipment (Lego, mobilo, large blocks and polydrons)
- Staff led experiences are set up, such as supervised craft activities
- The back room has a play kitchen and shop and is often changed to a specific theme voted by the children. Eg a Vet clinic, hospital, camping.
- The service has two teepee tents – these are used by one child at a time who may need some quiet time and personal space.
- OSHC has a TV, DVD, console games in the Activity Room that are sometimes used, eg hot or wet weather.

- Braeview OSHC is an Accredited Activated OHSC Program where physical activity is prioritised and screen time is limited. All staff complete training in Activated OSHC.
- The service has a range of sensory toys for use when needed to support children to regulate.

PROGRAM

BOSHC provides a program which is developmentally appropriate to the leisure needs of the children attending the service, and allows for the development of each child's social, physical and emotional potential. The focus is children learning through play. Children can choose to participate in staff led experiences such as craft and sport/game or engage in their own free play. Children are encouraged to be involved in program planning, implementation and evaluation processes. Children brainstorm ideas for term time OSHC and each Vacation Care period.

Activities include art/craft, sports and outdoor games, mindfulness/Yoga, drama/dress-ups, board games, music, dance, cooking, science, puzzles, gardening, reading, construction, occasional movies and game consoles/iPads.

Quiet areas are set up for homework. A creative play space is set up with different resources each term (such as a shop, office, school, campsite) and cushions are provided for relaxation. We offer an opportunity for active play each day, including a range of sports and games utilising oval, courts, asphalt and the Hall.

A written program is displayed on the OSHC noticeboard in the front room.

OSHC KIDS COMMITTEE

The BOSHC Kids Committee is open to children in Years 4-6. Meetings are held about 2-3 times 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.

FOOD AND NUTRITION

Food provided at Braeview OSHC is nutritious and varied in accordance with the SA Right Bite Food And Drink Supply standards. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. Parents will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food we provide.

A weekly menu is displayed in the Kitchen and Front Room. OSHC supplies daily breakfast and afternoon snack.

Breakfast:

- Range of cereals
- Toast with range of spreads, cheese
- Low fat milk
- Fresh fruit
- Water

Afternoon snack:

- Freshly cut fruit and vegetable platter
- Range of sandwiches
- A nutritious item off our weekly menu (at least twice per week, eg rice, pasta, pizza, nachos, baked beans)
- Assorted savoury biscuits/crackers, dip
- Diced cheese
- Water

Allergies and dietary requirements

The service caters for food allergies and special dietary requirements. Families must complete details on the enrolment form or email the service when they become aware of new dietary requirements. The Director/Assistant Director makes contact with parents of children with dietary requirements to discuss how we can cater for their needs. For example, Gluten Free options for Coeliac, Dairy Free options available such as soy/rice milk. Risk minimisation plans are completed and all staff are made aware of dietary requirements.

Nut Aware

The service is a nut aware service. NO nut products are stored or used in the OHSC kitchen and staff and students are encouraged to not bring nuts or nut products, due to a number of students who are at risk to anaphylaxis due to nuts allergies.

ILLNESS AND INFECTIOUS DISEASE

Children who are unwell should not attend the service. If a child becomes unwell during OSHC, the Parent or Guardian will be contacted and asked to collect the child as soon as possible, or arrange for an authorised person to collect the child. The child would not be able to attend school/OSHC until they have fully recovered. If a child becomes ill whilst at OSHC, the child will be able to rest away from other children until collected.

Children who are ill with an infectious disease will not be permitted to attend the service until they have fully recovered. It is important if any child has an infectious disease, such as Chicken Pox, Measles, Whooping Cough or Head Lice etc, that the Director is notified immediately.

Information about the occurrence of the infectious disease, will be made available to other parents/guardians of OSHC. This will be in the form of a poster displayed at the entrance of OSHC and also an announcement via the software program which is emailed to account holders and displayed on the iPad when signing in and out.

The SA Health Exclusion from school/childcare is displayed at OSHC and available on the following website:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/exclusion+from+childcare+preschool+school+and+work>

MEDICATION

- ◆ If medication is prescribed by a doctor, it must be stored in the original packaging with the pharmacy label detailing the child's name, required dosage and storage requirements.
- ◆ A current health care Plan must be provided by the health professional, eg Asthma Action Plan, Anaphylaxis Plan, Allergy Plan.
- ◆ Over the counter medications such as Panadol and antihistamines, must have a pharmacy label with the child's name and dosage. Please speak to the pharmacist when purchasing these items and explain it is for storage and at childcare.
- ◆ A medication agreement form must be completed and signed by the parent and/or medical practitioner. The parent may complete and sign a medication agreement for over-the-counter medication; ongoing prescribed medication such as asthma or for a short-term medication, eg antibiotics for a period of a few days with a pharmacy label for the child. For controlled medication, a medical practitioner MUST complete the medication agreement form.
- ◆ Parents will be contacted a few weeks prior to medication expiry and will be required to replace medication prior to that date.
- ◆ Failure to provide medication within use by date, current health plans, completed required forms, may result in your child not being permitted to attend OSHC until all required documentation and medication is received.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy, ADHD, Incontinence or other specified health concerns, the service will require an individual health care plan written by a relevant health professional. The care plan should document recommended emergency and routine health and personal care support for the child or student. Information about medical conditions (such as asthma, epilepsy and incontinence) must be provided by a doctor or in some cases, a clinical nurse consultant working under the direction of a doctor. If your child has health requirements, please ensure you speak to the Director/Assistant Director upon enrolment so we can work together to provide the best possible care for your child and ensure legislated requirements are followed.

FIRST AID/INJURY/ACCIDENT PROCEDURES

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 have current First Aid/Asthma/Anaphylaxis/CPR qualification, however most staff have completed this training.

Incident/injury reports will be completed by staff which need to be read and signed by the parent/guardian upon picking up their child/ren. Serious incidents, the parents will be phoned to arrange collection as soon as possible. Educators write a message in the iPad sign in/out system to inform families when an injury/incident form has been completed and they must see an educator to read and sign the form before collecting child.

For head and injuries where the child does not need immediate collection, educators will phone or text the parent to inform of the injury and that the child is being monitored and an injury is required to be signed on collection.

EMERGENCY AND EVACUATION PROCEDURES

The staff and children complete emergency rehearsals each term in Before and After School Care and during each Vacation Care period. Procedures are displayed at each exit for Invacuation and Evacuation, which also includes a child friendly version.

SUN SMART POLICY

Braeview OSHC is registered with the Cancer Council as a Sunsmart OHSC. 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 verandah.

Children and educators will be required to wear a broad brimmed, bucket or legionnaire style hat from August to April and when the UV rating is expected to be 3 or above.

OSHC supplies one blue sunsmart hat per child upon enrolment however if this hat is lost further hats will be charged to the family account. If Children refuse to wear their blue OSHC hat, they will be required to remain inside when UV is over 3. The blue hats must also be worn on excursions for safe identification of Braeview OSHC students.

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 which can be kept in the storeroom of OSHC.

CHILD / 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.

Most sessions, Braeview OSHC rosters educators above the minimum ratios due to applying for Federal Government Inclusion Support Funding for additional educators to support the needs of the children at the service.

During OSHC hours a minimum of 2 staff are present at all times. Most staff hold a current First Aid certificate. All staff have Responding to Risk of Harm and Neglect training and a current Working With Children check.

OSHC ADVISORY COMMITTEE

The OSHC Advisory Committee is a Sub-Committee of the Governing Council. It is comprised of Families, OSHC Director, OSHC Assistant Director and the Deputy Principal of Braeview School. The Committee meets twice each term and reports to the Governing Council. Families are encouraged to participate in the management of the Service. Dates for meetings are advertised on the community noticeboard. See Director for further information and if you are interested in joining the committee.

FAMILY COMMUNICATION/PROMOTION

Staff will communicate with parents/carer's in a positive and supportive manner that encourages the three-way relationship with parents/children/staff. Senior Qualified staff are available all sessions for a chat on the spot, or by telephone. Parents may email/phone the Director/Assistant Director, and request a meeting at an agreed time, to discuss any concerns regarding their child. Staff will not discuss with parents confidential information regarding any other child or family within the service.

OSHC newsletters and OSHC Kids Committee newsletters are emailed to all account holders each term. (same email you receive your invoices) The Vacation Care Program, General Information and Booking/Excursion Consent forms, are emailed to parents at least 3 weeks prior to each holiday period. Announcements and Alerts are also sent via email from our accounts software, for example, if a child attended the service with an infectious disease, a special event is coming up or we are collecting items for a charity.

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

FAMILY PARTICIPATION

Parents and caregivers are welcome to spend time at the OSHC Service and observe when your child is involved in an activity. 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. Families may wish to provide the service with recipes, photographs from other countries, craft examples, excursion ideas.

Donations of resources are most welcome. Consider items that you may have at home or work that we might find useful at OSHC, such as paper, cardboard, boxes, packages, food items, material, board games, dress-ups.

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. The service collects bread tags for a community groups that makes wheelchairs. We also collect items for a local charity "treasure box" and promote what items they need each month. OSHC also sponsors injured animals at Minton Farm Animal Rescue Centre in Cherry Gardens and collects donations that the centre requires, eg blankets, bird seed.

ROLES AND RESPONSIBILITIES OF PARENTS

Parents have a responsibility to: -

- Collect their child by closing time
- Pay fees on a weekly or fortnightly basis
- Ensure all information in your OSHC account is current (phone, authorised people to collect)
- Ensure OSHC is provided with all health and medical requirements, including updated plans and medication
- Liaise with the Director/Assistant Director, regarding any concern of their child/ren
- Inform OSHC when their children will be absent on a booked session
- Read communication from OSHC (eg notes on iPad, emails)
- Take an active interest in their child's involvement in the program and have respectful conversations with staff

GRIEVANCE PROCEDURES FOR FAMILIES

- Families are requested to not discuss complaints in front of children. Parents and staff may have a private conversation in the office or another room. 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 school Principal/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 feedback forms.
- Families have a right to lodge a complaint directly with Braeview School OSHC Advisory Committee or the Governing Council. Any issues with compliance of government regulations can be made with the Regulatory Authority, Education Standards Board 1800 882 413, www.esb.sa.gov.au, however we strongly encourage families to first discuss serious concerns with the Director and Principal, before taking this action.

Steps:

1. Discuss grievances and concerns with the Director/Assistant Director. (An appointment may be necessary)

2. Send an email to the Director

If unresolved:

3. Discuss with or email the Braeview School Principal Deputy Principal

If unresolved:

4. Attend a BOSHC Advisory Committee meeting or write to the committee

5. Write to/email the Braeview School Governing Council. (Letters must be signed and confidentiality will be respected).

If unresolved:

6. Contact the Department for Educator District Director or the Regulatory Authority (Education Standards Board)

Parents are encouraged to continue communicating with Director and 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.

BEHAVIOUR CODE

The purpose of the Behaviour Code is to:

- * Ensure the safety and security of the children and the staff
- * Ensure respect for the rights and feelings of the children and staff
- * Ensure the smooth running of the program
- * Ensure self-management on the part of each child

To achieve these goals, the OSHC staff:

- * Aim to be consistent in their approach to supporting students
- * Reinforce positive behaviour (with constant verbal encouragement and regular OSHC awards)
- * Follow through with clear and established expectations
- * Ensure that rules and consequences are known and understood by children, staff and parents through ongoing discussion and review
- * Consult with children in establishing and reviewing rules and procedures
- * Display the rules and procedures which can be referred to as a reminder for children
- * Encourage children to seek support and communicate with educators
- * Seek parental support for implementing strategies to support students in the OSHC environment

Children are expected to:

- * Respect the rights of other children
- * Care for their own and the property of BOSHC
- * Follow the rules and procedures of BOSHC
- * Show respect for OSHC Educators
- * Endeavour to resolve conflict appropriately by following the displayed procedures
- * Communicate with educators and follow directions
- * Follow consequences of inappropriate behaviour as directed by educators, such as apologising, completing a reflection sheet, having a conversation with an educator and the other child, cleaning up their mess.



BRAEVIEW OSHC - BEHAVIOUR STEPS

If a child's behaviour is inappropriate the following steps will be followed:

Step One

Identify the rule that has been broken and discuss alternative behaviour. Reinforce positive behaviour. Check in with child regarding their mood, how their day was etc. as this can influence their behaviour.

For physical aggression where another child or staff is seriously hurt, skip to step four.

Step Two

Issue warning to the child of next step (reflection) and redirect to another activity.

Step Three

Child sent to front room to fill out reflection form with educator and record child's behaviour in observation folder. Educator to talk to the child about the situation and problem solve with them. Parent to sign reflection and discuss incident with child and senior educator. Reflection may be conducted verbally to suit different learning.

Step Four

Parents are informed of child's behaviour and consulted about strategies in tandem with school staff where necessary. If engaging in **physical aggression**, the parents/caregivers may be phoned to collect the child immediately. Parents will also be informed of every incident when a child **absconds** from the supervised boundaries at OSHC.

A Behaviour Management Plan can be initiated with the child, parents/caregivers and the Director/Assistant Director.

Step Five

The child's behaviour is reported to the School Principal/Deputy Principal, who may speak to the child.

The child may have internal suspension at OSHC. The child will be required to play indoors under close supervision of an OSHC Educator.

Further discussions reflecting on their behaviours at OSHC will be completed with the Director/Assistant Director.

Step Six

Suspension from service for between one and five days on any one occasion. A parent conference will be held in consultation with senior OSHC/school staff to develop a Behaviour Management Plan. The parent and child will be required to attend a re-entry meeting where expectations and consequences of further behaviours will be discussed with the Director/Assistant Director and depending on the severity of the behaviour, the Principal/Deputy Principal.

Note: regular absconding from the supervised boundaries, can result in the student being suspended from the service.

If a student continues to display inappropriate behaviours and harm to students/staff, further suspensions will occur. This may result in step 7, at the discretion of the OSHC Director and School Principal.

Step Seven

Exclusion from the service.

NOTE: These steps can be modified or skipped altogether at the discretion of the senior staff depending on the seriousness of the incident and/or severity of danger or injury to other children/staff.

