

# Management Policy

## 1. POLICY STATEMENT

The Walkerville Primary Out of School Hours Care (OSHC) is governed by the Walkerville Primary School Governing Council. Our service abides by the National Regulations and Standards and is assessed by Australian Children's Education and Care Quality Authority (ACECQA)

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## 2. SCOPE

This policy applies to students, families, volunteers and educators at the service.

## 3. IMPLEMENTATION

### **3.1 Management structure of the service:**

3.1.1 Governing Council

3.1.2 Principal and OSHC Representative

3.1.3 Co-directors & Assistant Director

3.1.4 Management Committee

3.1.5 Responsible Persons/ Educational Leader

### **3.2 The Approved Provider (Walkerville Primary Governing Council Inc) will:**

- provide all organisational policies to all educators, parents and/or guardians, as well as approved persons on request.
- review policies on a regular basis, at least bi-annually or when required.

- ensure parents/guardians have access to our program, policies and OSHC information at all times so that families are kept informed of their responsibilities about the service.
- ensure any policy changes are in line with the service philosophy, quality practices and to ensure the safety and wellbeing of children.
- ensure families and educators will be informed of changes to service policies in hard copy form and via email if requested.

**3.3** The OSHC service has a Management Committee (see terms of reference) and provides reports for the Governing Council. The Co-Directors and Assistant Director are in frequent contact with our Governing Council OSHC representative and Principal via phone, email and in person.

## **4. SECTIONS**

### **4.1 Section (1) SERVICE OPERATING HOURS**

Walkerville Primary OSHC opening hours:

Before School Care hours: Monday to Friday, 7:15am-8:30am

After School Care Hours: Monday to Friday, 3:10pm-6:00pm

Vacation Care Hours: 7:15am-6:00pm

Walkerville Primary OSHC will be closed Public Holidays

### **4.2 Section (2) ENROLMENT POLICY**

#### **4.2.1 Policy Statement**

Walkerville Primary OSHC aims to provide the local community with an efficient, clear and easily understood enrolment process that ensures the confidentiality of all families enrolling in the service (see Confidentiality Policy). When the family member enrolling the child or young person is not fluent in English, wherever possible, the service will provide translation.

**4.2.2** All enrolments are completed via the Fully Booked online platform. This must be completed prior to the child or young person attending with all relevant documentation uploaded onto the family profile. It is essential that the service has all the up to date medical, custodial, emergency contacts and special requirements for each child and it is the parent/guardian's responsibility to update these including all relevant documentation.

**4.2.3** Enrolments of children and young people are based on the Commonwealth Government 'Priority of Access' Guidelines where necessary. These guidelines must be used when there is a waiting list for a service and a number of parents are applying for a limited number of vacant places, or if the service is full and a Priority 1 or 2 child requires child care. In this situation,

**4.2.4** Emergency Care is available, and the Directors will allow care if they deem that it is necessary. Families will need to complete a Child Care Subsidy (CCS) assessment online to check eligibility and entitlements to CCS which needs to be done through myGov website.

**4.2.5** Our enrolment pack will include:

- Family Handbook
- Current fee structure
- Relevant Policies
- Philosophy
- Pedagogy

### **4.3 Section (3) ACCOUNTING AND FEES**

#### **4.3.1 Policy Statement**

Family fees and government subsidies CCS (Child Care Subsidy) provide the funds to pay wages, provide equipment for daily running of the service and contribution to shared spaces utilised by the service. Accounts are calculated weekly in arrears.

#### **4.3.2 Payment of Fees**

- Fees are payable weekly via direct debit (EZIDEBIT)
- Accounts are sent via email and displayed on the Fully Booked system
- Fees must be paid for all booked sessions, that align with our booking guidelines.
- Fees must be paid within 28 days of care, or the service reserve the right to place care on hold until the balance is cleared and a payment plan is put in place.

#### **4.3.3 Registration**

It is a government requirement that all children are registered prior to commencement, and that emergency information must be provided along with permission to seek emergency medical treatment. The program charges an annual family registration fee of \$10. This fee will be applied to the family's first account each year.

#### **4.3.4 Public Holidays**

When a Public Holiday falls on the day the child is booked in no fee will be charged.

#### **4.3.5 Pupil Free Days/School Closures**

When a Pupil Free Day or School Closure falls on the day the child is booked in a fee will not be charged unless they have been booked in for care for the program being offered that day.

#### **4.3.6 Vacation Care**

Vacation Care needs to be booked on the Fully Booked system. The program is released during week 4-5 each term prior to the upcoming school holidays. All bookings are made in alignment with the booking guidelines as stated on fully booked.

#### **4.3.7 Service Closure**

When the OSHC service is closed over the Christmas/New Year break, a fee will not be charged.

#### **4.3.8 Child Care Subsidy**

- Families may be eligible for The Commonwealth Government Child Care Subsidy (CCS) if eligibility criteria are met. This will reduce the fees payable to the service. In addition to these eligibility criteria the amount fees are reduced is means tested.
- Our OSHC requires the Child Care Reference Number (CRN) for both the enrolling family member and each individual child or young person. We also require their correct date of birth to ensure that this information is consistent with the Centrelink system.
- Full fees will be charged until such time as the OSHC service receives notification that CCS has been assessed and processed.

#### **4.3.9 Late Fee**

- A late fee will be charged at the rate of \$30 per 15 minutes or part thereof for collection of children after the service closing time of 6.00pm.
- This will be charged to the account accordingly. If this is an ongoing issue, the enrolling parent/caregiver will be spoken to about arranging alternate care if they are unable to collect their child on time. Please note, the Child Care Subsidy does not apply to the late fee.

### **4.4 Section (4) COMPLAINTS RESOLUTION PROCEDURE**

#### **4.4.1 Policy Statement**

Walkerville Primary OSHC believes in the important role families play in the running of our service and value their input. We aim to ensure that families feel welcome to communicate any concerns they have in relation to the service, educators, management, our programs, the environment or policies without fearing negative consequences and are fully aware of the procedure to do this.

#### **4.4.2 Procedure**

- Walkerville OSHC will support the right for all families to make a complaint and will endeavour to help resolve any issues that have occurred.

- Complaints can be made via informal or formal channels. Any grievance made by families will be taken seriously and educators will ensure they will work to rectify the issue.
- All conversations that families would like to be confidential will be undertaken in the office, away from children or young people, other families and educators.
- If a family has a complaint about the service they are encouraged to speak to one or both of the Co-Directors.
- In the event a family has a complaint about one or both of the Co-Directors it is advised they make an appointment to speak to the Principal to air their issue.
- Any complaint made to the Co-Directors of the service or to the Principal will be recorded with the date, time, persons present and issue raised.
- Co-Directors and Principal will inform the family of the decision made by the service to rectify the issue and any action taken.
- Educators will be informed of the complaint if relevant verbally or in writing and will be directed to the appropriate action needed to be taken.
- Complaints can also be directed to The Chairperson or Governing Council in writing. This complaint will then be dealt with at Governing Council meeting.

#### **4.5 Section (5) DROPPING OFF AND PICKING UP**

##### **4.5.1 Policy Statement**

Walkerville Primary OSHC aim to provide a procedure for dropping off and picking up children and young people from the service to ensure a clear routine. The safety of the children and young people whilst in our care is paramount. Families must also follow the specific communication procedures to ensure we can provide appropriate care for all children and young people.

##### **4.5.1 Drop off Procedure**

- Children or young people are not to be left at the service prior to the opening time of 7:15am.
- On arrival, the parent or carer dropping off the child or young person is responsible for signing them in on the device.
- The parent or carer dropping the child or young person off to the service must ensure an educator is aware of their presence at the service and care is handed over before leaving.

##### **4.5.2 Pick up Procedure**

- Children or young people must be collected from the service by the authorised parent or carer prior to the closing time of 6:00pm.
- Families who have given written permission for child or young person to leave the service by themselves will need an educator to sign their child or young person out at departure time.

- If the child or young person needs to be collected by a person that is not on the collection list, families need to notify an educator in writing via text or email prior to collection and the person can be added to the collection list. A child or young person will not be released to anyone not on the collection list if the service has not been given prior written permission by the family.
- Any new person collecting the child must bring photo identification to the service and show relevant educator before child is collected. Any carer that arrives to collect a child must also be able to produce photo identification if requested.
- In the event a person under the age of 18 must collect the child families must fill in the 'siblings collection permission form' for this to occur.
- Late fees will apply for collection after the service has closed, please see Accounts and Fees Section 4.3.9.
- In the event a child has not been collected by a carer by 6:10pm and no notification has been given by family of late collection, educators will begin calling persons on the emergency contact list. If no contact can be made by 6:30pm the educators will contact the Principal and the local police station for guidance. Educators will follow the instructions from the local police station to resolve the issue and will remain with the child until appropriate care can be located and child can be collected.
- If the person picking up the child or young person does not present to be fit and well, we will ring other contacts on the emergency list.

## **4.6 Section (6) EDUCATOR: CHILD RATIOS**

### **4.6.1 Policy Statement**

Walkerville Primary OSHC aim to provide safe and quality care to all children and young people at the service. Our educators are provided with our supervision policy and plans and must comply with all standards.

### **4.6.2 Procedure**

- There will be a minimum of two educators present at the service at all times.
- Educators must be replaced with appropriate relief educators in the instance of sickness or the inability to work.
- Students and volunteers are not counted in the educator to child ratio.
- At least one educator on site at all times has the relevant qualification in first aid.
- When organising educator: child ratios for excursions and incursions; the setting, any hazards, the proposed activities and duration of the excursion/incursion will be noted on the risk assessment.
- Our service will adhere to the standards outlined by ACECQA. No more than 15 children will be allowed on site for every one educator.

## **4.7 Section (7) EMPLOYMENT AT THE SERVICE**

#### **4.7.1 Policy Statement**

Walkerville Primary OSHC service provides employment under the appropriate awards and conditions. These include Equal Employment Opportunity (Commonwealth Authorities) Act 1987, Income Tax Assessment Act 1997, Superannuation Act 1976, Fair Work Act 2009 and the Work Health and Safety Act 2012.

#### **4.7.2 Conditions of Employment**

- All relevant conditions set out by each award will apply to all educators employed at the service.
- It is the Co-Director's responsibility to keep up to date with any changes to the appropriate conditions and inform all educators of these changes.
- All educators will abide by the educators Code of Conduct and service Philosophy.
- All educators will be paid fortnightly and will need to sign in and out using the Tanda program in the staff room. It is the responsibility of the individual educators to remember to sign in and out using this system.

#### **4.7.3 Educator Induction**

Educators are given an induction package on their first shift, the induction process is performed by a Co-Director for all new employees.

The induction process will consist of the following:

- Employee handbook
- Guidance for new educators
- Health & safety handbook
- Pedagogy
- Philosophy
- Reflective journal
- Relevant policies and procedures

### **4.8 Section (8) RESOURCING**

#### **Policy Statement**

Educators are hired by the Governing Council under the Children's Services Award, the service employs educators on a casual and permanent basis. The service is guided by EmploySURE for all recruitment processes.

### **4.9 Section (9) MANAGEMENT OF POOR PERFORMANCE**

#### **Policy Statement**

Walkerville Primary OSHC aim to ensure the safety and care for all children and young people through high quality professionalism and standards of behaviour from all educators. If an educator falls below these standards it will be clearly addressed by a Co-Director and a

resolution will be worked towards. We work with Employsure for all HR matters and are guided by their advice. Our Employee Handbook states all relevant steps in dealing with poor performance, serious misconduct and disciplinary action.

#### **4.10 Section (10) ABSENCE OF DIRECTOR**

##### **4.10.1 Policy Statement**

Walkerville Primary OSHC will have a responsible person physically present at OSHC at all times.

##### **4.10.2 A responsible person can be:**

- a. The Approved Provider - The Principal of the school who is responsible for the management and control of the service.
- b. The Nominated Supervisor - The Director who is designated by the service as the Nominated Supervisor
- c. A Qualified Educator - an appropriately trained educator who has signed authorisation form and has been placed in day-to-day charge of the service in the absence of the Nominated Supervisor.

##### **4.10.3 Background**

The Education and Care Services National Law determines that a responsible person must be physically present at a school based service at all times that a service operates.

- There must be a responsible person in charge of the service and physically present at all times.
- The responsible person is placed in day to day charge of the service in accordance with the National Regulations.
- Generally, the responsible person at a service will be the Nominated Supervisor.
- Qualified educators could agree to be the responsible person when the Nominated Supervisor is not on duty, to ensure that during all operating hours there is a responsible person present at the service.
- The responsible person, although in charge of the service does not take on the responsibilities of the Nominated Supervisor.
- The Nominated Supervisor has overall charge of the service and ensures that there is consistency and continuity in practice.

##### **4.10.4 The Approved Provider will:**

- ensure the Nominated Supervisor and the qualified educator have a clear understanding of the role of the responsible person.
- ensure that the responsible person is appropriately skilled and qualified.
- ensure a responsible person is physically present at the school at all times when the OSHC is operating.



#### **4.10.5 The Nominated Supervisor or delegated authority will:**

- arrange for the keeping of a “responsible person record”. This record will document the current responsible persons at the service.
- the name of the responsible person will be displayed at all times on the pinboard near the front door of the main OSHC room.

### **4.11 Section (11) PARTICIPATION OF VOLUNTEERS AND STUDENTS**

#### **Policy Statement**

The presence of visitors must be monitored and documented. Our OSHC encourages student and volunteer participation as we are committed to assisting them to gain valuable experience in an early childhood setting. Volunteers come from a wide range of backgrounds and will bring with them a wonderful array of experiences, skills and interests. It is hoped that the volunteer experience will also provide assistance to the volunteers themselves; providing opportunities to spend time with young children in an educational setting, the acquisition of work skills and experience, helping to maintain self- esteem, confidence, and self-respect and developing broader social contacts.

All volunteers must be appropriately documented and meet all clearance guidelines as outlined on the school’s website. We adhere to all the laws and regulations regarding volunteers and students participation at the service.

### **4.12 Section (12) ROLE OF EDUCATIONAL LEADER**

#### **4.12.1 Policy Statement**

Walkerville Primary OSHC has appointed an Educational Leader(s) to lead the educational program of the service, to oversee all administration duties and mentor new educators in their role in the service.

#### **4.12.2 An Educational Leader’s role include the following:**

- Lead the development of the program using the approved learning framework to inform and guide children and young people’s learning and development. This includes the following;
  - Ensuring that curriculum decision making is informed by the context, setting and cultural diversity of the families and the community.
  - Ensuring that the foundation for the program is based on the children and young people’s current knowledge, ideas, culture and interests.
  - Ensuring that critical reflection and evaluation of children and young people’s learning and development is used for planning and to improve the effectiveness of the program.

- Mentor team members in the implementation of the program, provide professional support to assist with further skills and knowledge and provide opportunities for ongoing reflection and feedback on current practices.
- Discussing routines and how to make them more effective learning experiences
- Assisting with documenting children and young people’s learning and how these assessments can inform curriculum decision making.

#### **4.13 Section (13) POLICY DEVELOPMENT AND REVIEW**

##### **Policy Statement**

Walkerville Primary OSHC aims to provide effective management and a high quality service through the ongoing development and review of policies, which are required to run the service effectively. Management Committee and School Governing Council will ensure that all individuals are aware of relevant policies and have access to these. The service will ensure all policies are developed in accordance with the National Regulations and Standards. All other policies deemed necessary by School Governing Council will be developed accordingly.

The service will review and develop policies when deemed necessary or in accordance with the laws and regulations.

#### **5. SOURCES**

- ACECQA - Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011
- Education and Care Services National Regulations 2018
- My Time Our Place V.2.0, 2022

#### **6. REVIEW**

This policy will be reviewed every 2 years or when required by the Governing Council, Management Committee, Educators and families.

#### **7. LEGISLATIVE REFERENCES**

##### **National Quality Standard:**

Quality Area 1 - Educational Program and Practice **1.1** Program **1.2** Practice **1.3** Assessment and planning

Quality Area 2 - Children’s Health. & Safety **2.1** Health **2.2** Safety

Quality Area 4 - Staffing Arrangements **4.1** Staffing arrangements **4.2** Professionalism

Quality Area 5 - Relationships with children **5.1** Relationships with children

Quality Area 6 - Collaborative partnerships with Families and Communities **6.1 & 6.2**

Quality Area 7 - Governance & Leadership **7.1** Governance **7.2** Leadership

## **Education And Care Services National Regulations:**

- 16** Matters relating to criminal history
- 77** Health, hygiene and safe food practices
- 78** Food and beverages
- 79** Service providing food and beverages
- 80** Weekly menu
- 84** Awareness of child protection law
- 88** Infectious diseases
- 90** Medical conditions policy
- 92** Medication record
- 93** Administration of medication
- 96** Self-administration of medication
- 97** Emergency and evacuation procedures
- 99** Children leaving the education and care service premises
- 100** Risk assessment must be conducted before excursion
- 101** Conduct of risk assessment for excursion
- 125** Application of Division 4
- 102** Authorization for excursions
- 136** First aid qualifications
- 137** Approval of qualifications
- 138** Application for qualification to be assessed for inclusion on the list of approved qualifications
- 139** Application for determination of equivalent qualification
- 145** Staff record
- 146** Nominated supervisor
- 147** Staff members
- 148** Educational leader
- 149** Volunteers and students
- 150** Responsible person
- 151** Record of educators working directly with children
- 157** Access for parents
- 160** Child enrolment records to be kept by approved provider and family day care educator
- 161** Authorization's to be kept in enrolment record
- 162** Health information to be kept in enrolment record
- 168** Education and care service must have policies and procedures
- 170** Policies and procedures to be followed
- 171** Policies and procedures to be kept available
- 172** Notification of change to policies or procedures
- 173** Prescribed information is to be displayed
- 177** Prescribed enrolment and other documents to be kept by approved provider
- 181** Confidentiality of records kept by approved provider

- 183** Storage of records and other documents
- 185** Law and regulations to be available
- 260** Educator to child ratio—children over preschool age—centre-based services
- 261** General qualifications for educators—children over preschool age—centre-based services
- 262** Required qualifications to be a qualified educator for children over preschool age
- 356** Qualifications for educators—children over preschool age

### **Legislation**

National standards and regulations

Fair Work Act 2009

Work Health and Safety Act 2012

Equal Employment Opportunity (Commonwealth Authorities) Act 1987

Income Tax Assessment Act 1997

Superannuation Act 1976

### **My Time Our Place V2.0, 2022**

#### **Outcome 1: Children and Young People have a strong sense of identity**

Children and young people feel safe, secure, and supported

#### **Outcome 3: Children and Young People have a strong sense of wellbeing**

Children and young people become strong in their social and emotional wellbeing

Children take increasing responsibility for their own health and physical wellbeing

### **Principles**

1. Secure, respectful and reciprocal relationships
2. Partnerships
3. High expectations and equity
4. Respect for diversity