

Family Handbook



Flinders Park OSHC
Located at Flinders Park
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OUT OF SCHOOL HOURS CARE & VACATION CARE PROGRAMS

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"Striving for Excellence Together"

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WELCOME!

Welcome to the Flinders Park School Out of School Hours Care Program.

We hope this Family Handbook answers some of the questions you may have about the services available to you.

We provide before and after school hours care at our OSHC facilities. We also provide a service on Pupil free days and Vacation Care Program.

The Handbook is designed to provide important information to families. Flinders Park OSHC values the families it serves and seeks to be responsive to the needs and concerns of parents and caregivers. Feedback from families is very welcome and helps our staff become more aware of your family's needs. The service reviews policies, procedures and practices regularly to ensure it continues to operate in a manner that reflects best practice in the child care field, the values and needs of current families and the National Law and regulations for Approved Child Care Services.

This Handbook (the **Parent Handbook**), the **Policy and Procedure Handbook** and the **Staff Handbook** have endeavoured to incorporate the dimensions required by the National Quality Standards and the National Quality Framework for Approved Care Services.

“The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia.”

- See more at: <http://www.acecqa.gov.au/national-quality-framework/the-national-quality-standard#sthash.xGDlIpv8.dpuf>

With this in mind please become familiar with what is required of you as a Parent/ Caregiver. For example ALL children need to be signed in and out of the period of care. This is not only to meet requirements under the Government guidelines but ultimately is there for the protection of your child.

Who can use the service?

The service is available for children aged from 5 to 12 years of age. The service currently facilitates the care of a number of children with special needs.





HOURS OF OPERATION

Before School Care 7:00am to 8:30am Monday to Friday

After School Care 3:10pm to 5:45pm Monday to Friday

Pupil Free Days 7:00am to 5:45pm

Vacation Care 7.00am to 5.45pm



PHILOSOPHY STATEMENT

The Flinders Park Governing Council as Approved Provider of the service FPPS OSHC holds the following values. These values guide all aspects of service delivery at FP OSHC.

FPOSHC believes that:

1. All Children have the right to a safe environment that maximises opportunities for their healthy physical, mental and emotional development.
2. Children benefit from access to a variety of quality play experiences targeted to their individual learning needs.
3. Children benefit from opportunities to extend their abilities by taking risks within a controlled environment.
4. The home/family environment is the primary learning context for children. Child care provision should provide opportunities to extend on and further develop this social learning.
5. The Community Cultures of all families deserve respect and inclusion.
6. Australian Culture reflects diverse influences but is based on love for the Australian Land, held in custody by the traditional owners of the Land, the Aboriginal Peoples of Australia.
7. Staff have the right to respectful treatment in the workplace. This includes a safe environment, professional development opportunities and the right to have their contributions recognised and valued.
8. The National law and Regulations provide the fundamental legal framework for the provision of Child Care Services.

Revised 21/10/14

THE PROGRAM

The Flinders Park Primary School Out of School Hours Care Program will provide a program developmentally appropriate to the leisure needs of the children attending the service. The program will be based on the approved Out of School Hours Curriculum Framework (My Time, Our Place) and focus on social and emotional development. Children will be given opportunities to explore their strengths and interests and develop areas which are challenging for them. Children will be actively involved in program planning, implementation and evaluation. Programs will be modified weekly, based on staff evaluations and observations of children's participation in OSHC. Programs will be developed for all aspects of the service including Before School Care, After School Care, Vacation Care and Pupil Free Days.

1. Programs will include opportunities that foster and enhance friendship between children as well as a warm relationship between individual children and staff.
2. The program will promote cooperation and responsible behaviours among children and assist children in learning to balance individual and group interests. The program will promote inclusion of all children including those with special needs.
3. The program will be flexible and responsive towards the interests and talents of children currently attending OSHC.
4. Written programs will be displayed. Parents/caregivers and children are encouraged to evaluate and have input in program development. The extent to which parent/caregivers want to be involved will be respected.
5. Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. An approach that values both the process and end product will be encouraged.
6. The program will include opportunities for physical exercise and enjoyment of outdoor spaces. The appreciation and preservation of the natural world will form an inherent part of daily life in OSHC. Healthy choices of foods, activities and the enjoyment of life will be embedded within the OSHC experience at all times.
7. The program will be inclusive of cultural and linguistic diversity of families using the service. It will support children to explore a range of cultural experiences in an environment free from prejudice and harassment.
8. The program will be inclusive of children with special needs and will create a safe, accepting and warm environment for all children.

9. Children will be supervised at all times, it is the carers responsibility to ensure this takes place.
10. Staff will have access to a range of equipment, materials, resources and training to offer fresh experiences for children.
11. The Program will embed practices which promote environmental conservation and awareness, including the care and preservation of OSHC resources, which are to be regarded and treated as items of value and enduring assets of the program.
12. Staff will communicate in a friendly and encouraging manner and endeavour to promote secure attachment between children and carers at all times.
13. At After School Care, provisions will be made for children to do their homework. Staff may be able to assist children with their homework on occasions depending on the staff work load on the day, however staff must, at all times, prioritise the needs of OSHC children and the delivery of the OSHC program.

From Flinders Park OSHC Policies Revised 2/7/15

CONFIDENTIALITY STATEMENT

Confidentiality is a serious matter and the service will at all times adhere to Federal Privacy Legislation. Information pertaining to children, families and staff of the service will be stored securely in locked premises and within a filing cabinet which is locked and accessible only to the Director or his/her delegated staff members.

The Flinders Park Primary OSHC treats the personal information of all children and families of the service as strictly confidential within the staff team and leadership of Flinders Park Primary School. In addition the Finance Officer may require access to account information in order to perform his/her role within the organisation. All these personnel are expected to maintain the highest level of confidentiality at all times. All breaches of this expectation will be treated as serious and will involve the Flinders Park Primary Principal to ensure the breach has been dealt with and addressed appropriately.

Staff information will be stored securely as treated as confidential by the service. All Personal and identifying documents, copies of Qualifications and other documents as well as employment related information will be stored securely in locked offices and/or filing cabinets.

Governing Council and OSHC subcommittee members may at times have access to information which is sensitive and must remain within the service. Although staff will endeavour to avoid mentioning names of children and families during meetings this information may become evident during the discussion. If this occurs all Governing Council and Committee members are expected to exercise the same level of discretion required of staff, that no information is referred to or discussed with outside parties.

On occasion the service may need to share information about families with other services. When this occurs one of the following procedures will be followed.

1. Information will be shared with CCMS where written evidence of Child Care Benefit Approval has been sighted by staff.
2. Information will be shared with Families SA following Mandatory Reporting Guidelines in consultation with Flinders Park Primary School leadership and following Flinders Park Primary School procedures.
3. Written permission has been granted or an authority to release information has been signed by the child's legal guardian.
4. The child's legal guardian is present during the exchange of information and has given verbal consent.
5. Interagency Information Sharing protocols are being utilized via the Flinders Park Primary School leadership.

FEE CHARGING POLICIES

The Flinders Park Primary School Out of School Hours Care fee schedule is reviewed regularly. The fee schedule is provided as part of the introductory package to the parent/caregiver. Any changes to the fee schedule, once approved by the Governing Council, will be communicated by making a copy of the fee schedule available to parents/caregivers.

The service aims to achieve a “breakeven” balance and has no capacity to operate at a loss. All monies received from fees and grants are used to pay staff wages and cover operating costs.

The following guidelines will be strictly implemented to promote the financial viability of the service.

1. Invoicing for care booked will be on a weekly basis as a 7 day account. It will be available for collection on Tuesday afternoons from the OSHC (Out of School Hours Care) notice boards, unless technical failure or problems with CCMS processing occur. In this case accounts will be processed on the next possible day. Payment in full is required by the Friday of that same week.
2. Payment can be made by either cash or cheque handed directly to a staff member, however cash is not kept on the premises so change cannot be provided. Credit Card or cash payments may be made via the Flinders Primary School Office. Account Holders are asked to retain the receipt issued for their records. EFT payments can be made via the internet, bank details will be made available to account holders in the parent pack or on request.
3. Invoices have a summary attached and it is the responsibility of parents/caregivers to clarify any points which are unclear to them in a timely manner and to ensure that payments are made by the due date.
4. Staff will investigate any queries regarding accounts promptly and thoroughly and correct any errors in processing immediately.
5. Families may be entitled to fee subsidies from the Commonwealth Government depending on combined family income. Account holders are responsible for claiming any benefits they may be entitled to, including Child Care Benefit, Child Care Rebate and JET allowance. Families are required to contact Centrelink to be assessed if they wish to have access to these benefits.
6. It is the responsibility of parents/caregivers to provide details of their entitlement to Childcare Assistance. Full fees will be charged until CCB eligibility codes have been provided to the Director. Any reimbursement of full fees paid will be made for the period of Child Care Benefit eligibility.
7. Failure to make payment within 28 days of the date of the invoice may result in an Overdue Fee (of 10%) at the discretion of the OSHC Advisory Committee. In the case of families having ongoing issues with overdue fees

services will be temporarily suspended until overdue accounts are cleared. This is the preferred option for dealing with overdue accounts and prevents families accruing even greater debts to the service.

8. Accounts Suspended for non payment of fees will remain inactive until the full balance has been discharged and credited to their account.
- 9. Failure to cancel a booking for care with OSHC will result in a full fee being charged for that booking. Cancellations can be made via phone, text or in person. Cancellations by email cannot be accepted as the service does not have the capacity to check email daily. Cancellations for after school care and before school care are accepted if given 2 days or 48 hours prior to the booking Cancellations for Pupil free days require is 5 working days notification. Bookings may also be cancelled if the booked child becomes ill, although a doctor's certificate should be sighted by staff on these occasions.**

If your child is to be absent for an extended period you must notify OSHC otherwise fees may continue to be charged.

10. A late fee of \$7.50 will be charged every 15 minutes for failure to collect children by 5:45pm. Parents and caregivers are asked to contact staff with an estimated arrival time if they are running late.
11. The Director will consult with families having difficulties paying their accounts to facilitate ongoing access to the programme, however the service management reserves the right to suspend bookings to families who are persistently not contactable, repeatedly late or in significant arrears.
12. Casual bookings and unexpected children will be added to the roll and accommodated as far as possible; these attendances will be charged in the normal manner to the Account holder. Casual bookings and unexpected children cannot be guaranteed a place in the programme due to legal restrictions on Educator/Child ratios, however.

Where a programmed session is full the Director or Assistant Director will inform the Parent/Caregiver via phone or text at the time of booking. Unexpected children who are in excess of staff child ratios will be sent to the school office and parents called to collect them as soon as possible. In cases in which parents/caregivers are not contactable emergency contacts will be called to collect the child/children.

In cases where school staff are not present on the premises the children will be accommodated under emergency arrangements at OSHC and the above procedure for contacting Parents/Caregivers/Emergency Contacts will be followed. In these cases at Notification to EECSB (The Board) must take place within 24 hours using forms available on the ACECQA website.

Unexpected arrivals at BSC will be added to the roll and charged to the Account Holder if the child arrives at the program at 8.15am or before.

From Flinders Park OSHC Policies Revised 10/6/15

SECURITY AND COLLECTION OF CHILDREN

For the Flinders Park Primary School Out of School Hours Care program the security and collection of children is a matter of great importance to our staff as well as to you as a parent/caregiver. If you sometimes arrange for another person to deliver or pick up your child, please make sure the following procedures are clearly understood.

These procedures have been formulated so as to adhere to the Commonwealth Government regulations on Parents' sign "In/Out regulations".

1. On arrival to Before School Care your child must be signed in by a parent/caregiver and accepted by a staff member. The child is signed out of Before School Care by the services' Staff. The children then are allowed to wait in the school yard under the supervision of the yard duty teacher.
2. On departure from After School Care all children must be signed out by a parent/caregiver and a staff member made aware you are taking your child. On arrival to After School Care the child will be signed in by a staff person. If a child who is booked in does not arrive within 10 minutes of the dismissal bell, a staff member will ring the front office of the school to obtain assistance in locating the child. If the child cannot be located the parent/caregiver will be contacted ASAP.
3. No person other than the parent/caregiver or authorised persons will be permitted to take a child. In the event that staff have an unauthorised person arrive to collect the child staff will endeavour to contact the parent/caregiver or emergency contacts in order to have the child collected by an authorised person. At this time the parent may give authorisation over the phone for the person who has arrived to collect their child, written documentation of this will be made by staff and signed by the parent at the next available opportunity. **EMERGENCY CONTACT PERSONS ARE NOT AUTHORISED TO GRANT COLLECTION AUTHORITIES TO OUTSIDE PERSONS, ONLY LEGAL GAURDIANS OF THE CHILD MAY DO SO.**
4. Staff must be advised if persons other than parents/caregivers are collecting the child. If this person is not known to staff proof of identification, such as a driver's license, will be required. Children will not be released to an unauthorised person.
5. In an emergency situation arrangements over the telephone by parent/caregiver may be allowed depending on the situation and the information available at the time.
6. There is legal requirement for the services to retain a copy of any available custody/access documentation before it is able to restrict access to children. (See Custody and Access policy)
7. No information will be given to persons over the telephone if their identity as an authorised person cannot be established by our staff.
8. Permission to go on excursions will require a separate consent form.

From Flinders Park OSHC Policies Revised 12-6-13

HEALTH AND SAFETY

Any person employed to care for children is in the most special position of trust. It is for that reason that our staff are required to have current first aid certificates and implement our OSHC Health & Safety Policy.

Health & Hygiene

The practice of hygiene by both staff and children is seen as an integral part of the children's education and our programs.

All staff are aware of a daily health and hygiene routine and the practice of safe play and habits will be promoted. The Management Committee is committed to the maintenance of the equipment, toys and buildings.

Parents are asked to be equally concerned in maintaining high health standards, and observe the following points:

1. For the safety of children, as well as your own, please do not bring a sick child to the Program.
2. If children have illnesses which are infectious or contagious, or if they are unwell, they are to be withdrawn from OSHC. Keep your child at home for the recommended time for all communicable diseases including conjunctivitis, impetigo (school sores), mumps, chicken pox and measles. Vomiting and diarrhoea may also be contagious and your child should not attend OSHC with these conditions
3. Please ensure that the Director has been advised, and is up to date, with any allergies your child may have to food, medicines, creams etc. or treatments they may require, children with ongoing health issues such as Asthma, Allergies, Seizures or Diabetes are required to have a health plan on the premises at OSHC, please supply one to OSHC on enrolling your child and supply OSHC with any updates which are made to this plan.
4. OSHC is a totally smoke free environment.
5. Accidents may at times happen while children are being cared for at OSHC. If your child has an injury or has been distressed staff should provide a written report for the parent/caregiver to sign at pick up time to inform families about their child's state of health, what has occurred, and actions taken to assist the child or apply first aid. If this is impractical due to time or supervision constraints (for example your child has had a fall immediately prior to pick up time) the report should be completed by staff and presented to the family at the first available opportunity.
6. **In case of an emergency it may be necessary for staff to call an ambulance for children; every effort will be made in these instances to contact the caregiver, parent or another emergency contact.** If no emergency contact can be reached staff will be guided by the advice of the

Ambulance service in regard to the child's need to be transported and receive medical attention. **If no parent or caregiver has arrived to accompany the child to hospital a staff member may be able to accompany the child in the ambulance, however this cannot be guaranteed as the service cannot be left without a staff member present and staff may at times be working alone.**

7. The parent or caregiver remains responsible to be contactable in case of emergency while your child is in care at the service, or if unable to do so to ensure another emergency contact can be reached instead.
8. The service has no responsibility for Ambulance or medical bills, please ensure you have provided Medicare numbers and any other information relevant to your child's possible need for medical attention or transport by ambulance.

Revised 3/9/15

CLOTHING and SUN PROTECTION

The Flinders Park Primary School Out of School Hours Care will encourage children and staff to remain sun safe at all times.

1. Children will be asked to wear sun protection during outside play at After School Care between 1st September and 30th April, they may choose a hat or sunscreen.
2. Sun protection is not required for outside play at Before School Care.
3. Children are asked to bring a hat to Vacation Care and wear the hat during outside play. Children who do not bring a hat will be offered the use of an OSHC Hat or sunscreen. Children will not be allowed to engage in outdoor play without sun protection between 10am and 3pm.
4. Parents are asked to sign permission for children to wear service sunscreen or hats, for various reasons some parents decline permission for one or the other of these. In these cases the child must wear at least one form of sun protection to play outside between 10am and 3pm.
5. **During Summer Vacation outdoor play will be of a limited duration between 10am and 3pm** and all children and staff will be required to wear both sunscreen and a hat, as well as clothing with covered shoulders. Exceptions to this will be in accordance with point 4 of this policy.
6. Children who cannot wear the sunscreen or hats supplied by the service may supply these items from home.
7. **Staff may refuse any child outside play if they feel the child has insufficient sun protection for the weather, staff are responsible at all times that children have adequate sun protection.**
8. Children will be kept inside if the temperature is over 34 degrees.

From Flinders Park OSHC Policies Revised 30/7/15

MEDICATION

The Flinders Park Primary School Out of School Hours Care Program requires that in instances where staff are to assist with a child's medication it should be given directly to the staff member in charge and not left in the child's bag or locker. Prescribed medications should be supplied in an original bottle that is labelled with the child's name, the dose and storage requirements.

1. Every child who is required to take prescription medication while attending the service must have a medication form completed by a parent or caregiver prior to administration of any medication by staff.
2. Medicine will be stored in a secure location such as the locked filing cabinet or where appropriate, in an alternative safe location such as the fridge.
3. Date of expiry of medications must be checked by staff; expired medications will not be administered.
4. Staff will fill in and sign the medication form after administering the medication; a second staff member must check the details of dosage, child's name and time and co-sign the form.
5. Special medication needs (e.g. asthma) will need to be discussed with the Director. Refer to Policy 32 "Dealing with Asthma, Anaphylaxis and Seizures".
6. Staff will not administer non-prescription medications.

Dealing with Chronic Medical Conditions in Children

Flinders Park OSHC will maintain up to date care plans for all children who have a medical diagnosis of Asthma, Anaphylaxis, Diabetes, Seizures or other serious chronic conditions.

Care Plans will be located in the office in a folder entitled "Action Plan Folder" located on the top shelf of shelving units on the western Wall of the office.

All staff will be asked to familiarize themselves with the location of the folder and qualified staff on duty will have responsibility to be aware of any children in a particular group who have a current action plan in place.

Children with a diagnosis of Asthma must have a puffer and spacer at the service when present.

Staff should carry a first aid kit including the service puffer and spacer when on excursion or when utilizing other locations within the school (such as gymnasium).

The Director or delegate is responsible to ensure the service puffer is functional and within date and the spacer is clean, hygienic and functional.

No medication is to be administered to children who do not have a care plan.

Children with a diagnosis of Anaphylaxis must have an epipen at the service while they attend the service. Qualified staff are responsible to administer the epipen in case of emergency.

An Ambulance should be contacted if staff feel unsure of a child's safety, condition or necessary treatment. Parents or emergency contacts of children should be contacted as soon as practicable after this.

From Flinders Park OSHC Policies Reviewed 3/9/15

SPECIAL ITEMS FROM HOME

It is preferred that children's own personal items are NOT brought into the Program. This will avoid possible damage or loss, for which OSHC cannot take responsibility.

NUTRITION

The Flinders Park Primary School Out of School Hours Care regards mealtimes as pleasant, social experiences for all to enjoy. Good eating habits are encouraged. Food will be used as a learning experience, and at times the children will take part in activities involving its preparation.

Parent/caregivers will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs. Department of Education and Children's Services "Healthy Eating Guidelines" will be adhered to at all times.

1. An afternoon snack is provided for children attending After School Care. Breakfast is available to children at Before School Care.
2. Drinking water will always be available and accessible to staff and children.
3. Menus will be planned with input from children, parent/caregivers and staff.
4. Where possible snacks will reflect a wide variety of cultures, especially the cultural backgrounds of families and within the local community.
5. The service will provide the children with balanced snacks that meet the recommended nutritional needs of children.
6. Snack times will be treated as social occasions and the staff will sit with the children and interact with them to encourage good eating habits and as appreciation of a variety of foods and drinks.
7. Any special dietary requirements of children will be noted by staff and food which meets their cultural/health needs or family preferences will be provided.
8. The denial of food will never be used as a punishment and confectionary or other foods will never be used as a reward.

From Flinders Park OSHC Policies Revised 3/9/15

BEHAVIOUR MANAGEMENT

The Flinders Park Primary School Out of School Hours Care Program is strongly committed to providing a positive environment for the children who attend our Program. Behaviour Management strategies will utilize a strengths based approach and be responsive to the situation and children's individual needs, developmental stage and life circumstances.

Staff are required to actively promote respect and positive social skills through their own example. By engaging in respectful and encouraging relationships with children, fellow staff members and families; staff model interactions which children can emulate. We aim to create an environment where the children and adults at the services are happy, caring and thoughtful.

1. The children contribute to setting the behaviour rules and are knowledgeable of the consequences.
2. As much as is possible, our Behaviour Management practices will complement those used by the Flinders Park Primary School.
3. Unsafe behaviour will be addressed immediately and seriously, children will be calmly and clearly informed that any unsafe behaviour will not be tolerated because everyone at the service matters and must not be endangered by their own actions or the actions of others. If the unsafe behaviour does not cease immediately staff will promptly seek support of other staff members within OSHC, or if single staffed from Flinders Park Primary School.
4. Staff will encourage children to talk about the problem and seek proactive solutions that give children agency in their own issues. Staff will follow up these solutions with children and give them time to develop self regulation skills by trying various strategies over time. In instances where children are "stuck" and unable to move forward into new less problematic behaviours staff will provide assistance by putting strategies into place for them.
5. Where staff have put strategies in place to manage behavioural issues for a child or group of children, the child/group will be informed that it is a temporary measure until they can come up with an effective solution of their own.
6. Time out may take place on occasion to enable children to take a break from conflict situations and pause before re entering the group. Children may also request time out, at times when they are feeling stressed or unable to cope. In instances where time out has been imposed by a staff member the staff member will speak to the child at the conclusion of the separate time to check in with how they are feeling.
7. In situations where repeated unsafe behaviour occurs the parent/caregiver will be contacted and asked to collect the child and in these cases staff will complete an 'Incident Report' for tabling at the next Out of School Hours Management Committee meeting.

8. Where children or other persons at the service exhibit violent or aggressive behaviour and the safety of staff and children are at risk, the Director or his/her Delegate may with discretion call for intervention by other authorities such as the police.
9. When every endeavour made to assist the child with appropriate strategies for behaviour modification have failed, then the Out of School Hours Management Committee reserves the right to suspend and/or exclude a child from the Program. Exclusion will not occur without consultation between the parent/caregiver, Director, and School Principal.
10. Staff will use appropriate positive and encouraging language, if staff feel unable to personally cope with a situation, for any reason, they should immediately seek support from other OSHC or school staff.
11. Staff are not expected to physically intervene in violence between children, this is strongly discouraged at all times.
12. Serious issues involving behaviour management will be recorded by the Director (or Delegate) in the "Behaviour Management Record" filed under "reports" in the Document library; this document will serve as an ongoing reference for staff in difficult issues of behaviour management.
13. Parents will be involved in discussions regarding serious incidents within the service, the Director will be consulted with (if not on duty) and appropriate reporting procedures will be followed (see Critical Incident and Trauma Policy).
14. On occasions where staff have witnessed violence or extreme aggression from children or other parties in the workplace they will be entitled to a debrief session with line management. If any unresolved issues remain at the conclusion of the debrief session, further advice will be sought from school leadership.

From Flinders Park OSHC Policies Reviewed 4/9/15

PARENT/CAREGIVERS INVOLVEMENT

The Flinders Park Primary School Out of School Hours programme welcome and encourage parental and family involvement. We recognise that people have many and varied skills to contribute. We suggest that parents become involved to the level at which they feel comfortable.

1. Parents/ caregivers are encouraged to represent parent views by becoming part of Out of Hours School Care Management Committee.
2. Parents/ caregivers are encouraged to share their skills and knowledge such as craft, excursion and cultural input.
3. All parents/ caregivers are encouraged to offer feedback to staff and the Out of Hours School Care Management Committee and will welcome visitors to the Out of Hours School Care Management Committee meeting and the services at any time.
4. Any offer of help is always appreciated including with donations of craft supplies, recycled materials for the art room or other useful repurposed items.
5. Parent feedback forms are available near the sign in sheet for those parents who wish to give feedback in written form.
6. Staff welcome discussions with caregivers about children and families and any needs or particular concerns families may have at any time. This often takes place informally at drop off or pick up time, however staff are available for appointments during non care giving time if requested.
7. All new families are asked to meet with the Director or a Delegate prior to commencement of the child with the service. In instances where this is impossible a phone conversation with staff to enable children's and families needs to be determined and discussed is a minimum requirement for entry into the service. This is to enable staff to meet the care needs of all new children adequately from day one.
8. At times staff may request a parent or caregivers participation with discussions relating to a child's needs at the service or in regard to behavioural issues or particular difficulties the child may be encountering.
9. Staff should endeavour to understand the view points and communication styles of the diverse group of families that use the service and be proactive in connecting with families of all types and in all situations.
10. Families are asked to remember that staff must provide care as a first priority and to postpone discussions which may negatively impact on staffs ability to do this whenever necessary.
11. All persons at Flinders Park OSHC are asked to interact in a kindly and polite manner and to resolve disagreements without recourse to personal abuse, yelling or threatening behaviour. Staff should seek support in any instance in which they feel threatened. Conflict resolution processes are available to all

GRIEVANCE PROCEDURE

The Flinders Park Primary School Out of School Hours Care Program provides grievance procedures for parents/caregivers, staff and children. Any parent/caregiver, staff person or child who is unhappy or uncomfortable with any aspect of the service they are encouraged to discuss the concern with the Director.

1. Please keep in mind that the welfare and care of all children at the service will be considered the main priority of staff at all times. As a result, individual staff members may not be able to talk to you while the programs are operating. It is requested that you make a telephone call to the Director (ph 0451 087 436) regarding all concerns to make a time to meet with the Director when children are not present. All concerns should be addressed in civil and polite terms by all parties at all times. If any party feels threatened at any time the meeting must be terminated immediately.
2. Any concerns not resolved after meeting or speaking with the Director should be referred to the Flinders Park Primary School Principal. Alternatively family members or staff may choose to put their grievance in writing so it may be referred to the OSHC Advisory Committee or Governing Council of Flinders Park Primary School.
3. Issues which remain unresolved following referral to the Advisory Committee, or if necessary the Governing Council of Flinders Park Primary School should be referred to the Superintendent of the District or the Minister for Education.

ANTI-RACISM DISCRIMINATION

Definition

Racism/Discrimination refers to any behaviour or practice based upon an assumption that one group is superior to another, any behaviour that disadvantages people on the basis on the real or perceived membership of a particular group, and includes behaviours such as less favourable treatment, unfair exclusion, and asking discriminatory questions.

Rationale

Racism/Discrimination in any form is unacceptable. As carers and educators, we have a responsibility to provide teaching and learning environments that are free from discrimination in all forms, including those based on race, ethnicity, gender, ability, disability, sexuality and religion.

Aims

To provide a fair and supportive environment free from all sorts of discrimination, discriminatory practice and beliefs, that promotes personal respect, values diversity, and provides physical and emotional safety.

Implementation

- All staff will be made aware of the legislative requirements relating to discrimination.
- Staff, students and members of the OSHC community will be familiar with the schools approach to anti-discrimination and will be provided with information relating to their rights and responsibilities.
- All decision making processes will be open to scrutiny, with processes for appealing decisions and for regularly reviewing processes to be adopted.
- Equal opportunity posters are to be prominently displayed and pamphlets are to be made available.
- All claims of discrimination are to be treated confidentially, documented, and promptly and constructively addressed.
- Unresolved OSHC level issues may be referred to the Principal, or either party involved, to the appropriate authorities.
- The rights and sensitivities of all individuals will be protected.
- Governing council will communicate in plain language so as to communicate effectively with parents and caregivers with literacy difficulties when speaking at open meetings and assemblies etc.

From Flinders Park OSHC Policies Revised 30/7/15