



ELTHAM PRIMARY SCHOOL

Out of School Hours (OSHC)

BEFORE AND AFTER SCHOOL CARE



INFORMATION FOR PARENTS
2014

ADDRESS

Eltham Primary School OSHC
Dalton Street, Eltham, Vic 3095
Tel. (03) 9431 2143

Mob. 0438546804
(Only in emergencies).



OPERATING HOURS

BEFORE SCHOOL CARE: 7:00am – 8:45am
Breakfast provided (until 8.00am)

AFTER SCHOOL CARE: 3:30pm – 6:15pm
Afternoon snack provided

CURRICULUM DAYS: 7:30am – 6:15pm
(& pupil-free days) For up to 60 Children
Morning and afternoon teas provided

STAFFING

Coordinator/Educational Leader/Nominated Supervisor
LINDA REID

Program Assistants/Educators/Certified Supervisors
MICHELLE ARTHUR, MIRIAM PEKOLJ

PHILOSOPHY AND GOALS

Our Philosophy is to provide a quality primary school aged childcare, educational service for families of Eltham Primary School and the wider community which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment for before after school and on curriculum days (where the need to run such a program is viable). Children can have fun, relax and socialise with friends in an inclusive environment where the program recognises each child's needs effectively reviewing their practice to reflect these requirements and evaluates in conjunction with all stakeholders to ensure that all families are appropriately catered for. The stated shared values and policies of Eltham Primary School also help set the foundation for the OSHC program with a focus to ensure the best interests of the children are provided for.

These shared values are:

Respect – for ourselves, for each other and the environment
Excellence – in our teaching and learning
Life-long Learning – for ourselves and others
Compassion – through fun and generosity in our relationships as global citizens

The philosophy is implemented by the following goals:-

- ❖ To offer a flexible service that responds to the care, educational and recreational needs of children and has learning outcomes for all children.
- ❖ Our program is guided by the My Time, Our Place elements of respectful principles and warm relationships with our families/children. We ensure that we have a reflective work practice where feedback is sought from all stake holders which forms the basis of our aforementioned learning outcomes for all children.

To provide an environment for children that:

- ❖ is both safe and challenging
- ❖ is responsive and where children feel connected and engaged
- ❖ values the use of the natural environment supporting/promoting sustainability
- ❖ fosters individuality, recognising each child's needs and interests whilst also encouraging/nurturing friendships and group interactions
- ❖ promotes physical health and well being
- ❖ acknowledges the importance of the early and middle years of child development
- ❖ values the benefit of play in both structured and self-directed experiences
- ❖ fosters a spirit of equity and inclusion
- ❖ educators recognise that learning occurs in social contexts with interactions and conversations being important elements in a child's learning and therefore intentionally plan experiences to allow for such interaction

To ensure that the service accurately reflects the needs of children and parents by:

- ❖ acknowledging the importance of parents in providing direction for the Service and actively seek their input
- ❖ encouraging comments, reflections and feedback from all parents and children
- ❖ acknowledging and being sensitive to the cultural backgrounds of families
- ❖ to meet the Children's **Education and Care Services National Regulations 2011** and the **Education and Care Services National Law Act 2010**, implemented as of 1/1/2012; the **My Time, Our Place Document** and with reference to the **Victorian Early Years Learning Framework** and National Standards for childcare
- ❖ strive to achieve the highest level of quality as determined under current Quality Assurance practices and assessment

To ensure that staff are able to:

- ❖ fulfil the roles and responsibilities they are employed to undertake and are fully supported by management
- ❖ undertake P.D. and remain informed of current trends in the childcare industry, including being supported to undertake suitable qualifications as required under relevant legislation and regulations
- ❖ are actively promoting the principles, practices and outcomes of the new framework within the service to ensure the best possible result for families, children and staff alike
- ❖ staff are engaged and valued

PRIORITY OF ACCESS

The program adheres to the "**Priority of Access Guidelines**" set out by the Commonwealth Department of Family & Community Services. These guidelines are followed when the program has a waiting list and a number of parents competing for limited vacancies. Parents are asked to complete questions relating to priority of access guidelines at the time of enrolment.

Procedure

- ***Bookings are taken on a first-in-first-served basis where numbers of bookings are less than number of places available.***
- ***The coordinator is aware of the priority status of each child enrolled.***
- ***The coordinator ensures that priority guidelines are followed where the number of places booked exceeds the number of places vacant.***
- ***Where bookings exceed allocated places, a waiting list is maintained detailing date of request for booking and priority of access status.***
- ***Places are allocated within priority of access guidelines and then on a first-come-first served basis.***

PRIVACY

The OSHC program collects, maintains and secures accurate, complete and up-to-date personal and medical health information in accordance with the Health Records Act (2001) and the Privacy Act (1988). Information is collected with the permission of the parent and only for the purpose of ensuring the program can provide appropriate care to the child and to comply with the National Standards for OSHC and meet the Commonwealth governments Family Assistance Office accountability requirements.

Personal information is any information recorded about a child or family where their identity is known or could reasonably be worked out. Personal information includes name, address, Medicare number, health information, observation notes and medical history. Health information attracts additional privacy protection because of its greater sensitivity. Health information includes information about a child's health, disability or use of health services.

The Eltham OSHC program collects uses or discloses only information necessary and relevant to providing care to the standards outlined in this document and ensures all staff has confidential access to this information. Details provided at the time of enrolment are available to the coordinator, the Principal, appropriate staff and, if necessary, the School Council President, on a need-to-know basis.

Consent will be obtained to display, where appropriate, information relating to a child's special needs or medical requirements.

Where relevant health information is not provided to the service in relation to a child, the service may not be able to provide the appropriate care to the child. A parent may ask for access to their child's records at any time and request them to be corrected if inaccurate, incomplete or out-of-date.

Information may be made available to the sponsoring body on a need-to-know basis; however, family and/or children names will not be disclosed unless prior permission is received from the family.

Where a formal complaint is lodged, specific family and child details may be disclosed to the Principal and/or the School Council President.

Personal identifiers (eg. Medicare number) will only be used or disclosed for the purpose they are collected – i.e. to ensure appropriate and expedient medical care may be obtained for a child. They will not be used for filing or any other purpose unless permission is granted by the parent.

Attendance information will be made available to the Department of Family and Health Services where families claim Commonwealth Child Care Benefit.

All Records are kept securely in a locked filing cabinet to prevent unauthorised access and are accessible only to the coordinator. It is the responsibility of the coordinator to distribute relevant information to staff. Records relating to individual children are held for 3 years and then destroyed by shredding. Records pertaining to a child's accident or illness are kept in

safe storage until a child turns 24 years of age. All records are archived at the end of each year and destroyed by shredding after 3 years.

Information will be disclosed only for the purpose for which it was collected, with the consent of the parent, in the interest of public health or safety or if there is a serious and imminent threat to the safety or welfare of the child. Reasonable steps will be taken to de-identify information before it is disclosed.



There may be instances under the Privacy and Health Records legislation where the program is required or authorised to use or disclose personal information to law enforcement bodies or other approved agencies (eg. Issue of court notices, orders or warrants, reporting of notifiable diseases to health authorities, suspected cases of child abuse to relevant authorities). The coordinator/educational leader shall take advice from the Principal in this instance. Where possible, consent will be obtained by the parent and/or the parent will be given notification of the disclosure.



COLLECTION OF INFORMATION

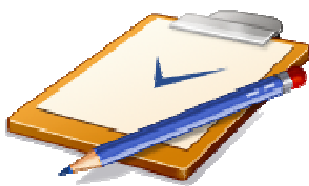
Procedure

- Families are made aware of the purpose for which information and health information is collected, used and disclosed at the time of enrolment.
- An enrolment form is required each year for each child attending the program.
- The coordinator/educational leader is responsible for:
 - *recording details onto the OSHC Kids Wizz data base system each year (Kids Wizz is password protected)*
 - *maintaining booking details daily on the data base system*
 - *the maintenance and security of records*
 - *ensuring the database password remains confidential to only staff required to use the system*
 - *liaising with the Principal and/or the OSHC Sub Committee, wher*
 - *appropriate, in matters relating to information of families*
 - *archiving records into a safe and secure storage at the end of each school year*
 - *disposing of records after 3 years by shredding at the end of each year; and*
 - *ensuring any changes to information is updated on enrolment forms, the Kids Wizz computer system and where necessary with the FAO office/CCMS.*



- Each child attending the program has a file with all relevant enrolment and medical records, filed in alphabetical order by child's surname.
- Access to the computer is via a locked office and no external or dialup access is available.
- Hard copy records are held in a lockable filing cabinet and stored in a locked office.
- Where disclosure may be necessary outside circumstances outlined in the program's privacy policy, the coordinator/educational leader shall take advice from the Principal who will advise in accordance with the Privacy Act and Health Records Act.
- The coordinator/educational leader will be encouraged to attend professional development in relation to the Privacy Act.
- Enrolment records are archived at the end of each year for a period of three years and then disposed of by shredding.
- Records pertaining to a child's accident or illness shall be kept in safe storage until a child turns 24 years of age.
- Families may request access to their records at any time.
- Families are responsible for ensuring information provided to the program is current and up-to-date.

ENROLMENT



Children must be enrolled by a parent/guardian to use the OSHC program. An enrolment form is available from the school office or directly from the OSHC coordinator/educational leader or staff. The form must be completed each year the program is used, regardless of whether bookings are casual or permanent. A small annual registration fee of \$5.00 is payable per child when lodging the enrolment form and is used to assist with administrative costs.

The information requested includes custodial details and other information required by OSHC to ensure Commonwealth funding is available to parents and ensures the child's parents/guardians or other nominees can be contacted in case of emergency. Only those persons nominated by the parents/guardians can collect the child. All information collected, used and disclosed is in accordance with the Education and Care Services National Regulations 2011, Education and Care Services National Law Act 2010, the Privacy Act (1988) and the Health Act (2001).

Please Note: If a child attending Eltham Primary School has not been collected on time after school and parents cannot be contacted, the Principal may direct the child to After School Care if a place is available. The Principal shall inform the coordinator/educational leader of any relevant medical information relating to the child. The parent is liable for the appropriate fee and must sign the child out of the program upon collection.

Procedure

- *Enrolment forms are available from the Program during Before School Care (BSC) and After School Care (ASC) session times or from the School office.*
- *The coordinator/educational leader:*
 - *dates all enrolment forms, checks all details, prioritises according to Priority of Access guidelines and where appropriate adjusts waiting lists; and*
 - *enters relevant details on the Kids Wizz computer system.*
- *Where a child has special dietary or medical needs, a written plan is developed and staff members are made aware of procedures.*
- *Where a custodial order is applicable to a child, the coordinator/educational leader ensures there is a copy of a police order and all staff are made aware.*

ENROLMENT RECORDS

Enrolment details include the following information:

- Name, address and date of birth of child attending;
- Name, address, date of birth and contact phone numbers of:
 - parent/guardian/approved persons;
 - if claiming CCB/CCR parent and child CRN's are required
 - persons to be contacted in an emergency;
 - people authorised to collect the child from the program;
 - child's doctor / medical clinic.
- Permission for authorised person/s to sign child in and out of program
- Relevant Additional Needs/medical details, including dietary requirements/restrictions, disabilities, immunisation and allergy details
- Relevant custodial details with written notification attached
- Consent to:
 - seek emergency attention from an ambulance or medical practitioner for the child in the case of an emergency;
 - display a photograph and/or procedure for children with special needs and/or medical conditions;
 - use information only for purpose of allowing the program to provide appropriate care for the child; and
 - disclose relevant medical information in the case of an emergency

Procedure

- Families must return a completed enrolment form for each child attending the program/s to the coordinator/educational leader prior to the commencement of their child/children within the program.
- Relevant details are recorded on the Kids Wizz computer data base.
- Procedures for Additional needs are discussed with families and immediately written up by the coordinator/educational leader.
- All staff members are made aware of any additional needs procedures prior to each session.
- Families are responsible for ensuring information provided to the program is current and up-to-date.
- The coordinator/educational leader is responsible for ensuring any changes to information are updated on enrolment forms, the Kids Wizz computer system and where necessary with the FAO office/CCMS.

BOOKINGS AND CANCELLATIONS - (03) 9431 2143

Children must be booked in for the sessions they will attend. Separate bookings are required for Curriculum Days, Early Dismissal (end of term/end of year). There are two types of bookings:

Permanent: Children who attend on a regular basis the same day/s (sessions).

Casual: Children who attend on an occasional or random basis.

Procedure:



- *All bookings and cancellations must be made via the programs on (03) 9431 2143 and should not be made through the school office.*
- *Permanent bookings will take precedence over casual bookings and casual bookings will be accepted on a first-come first-serve basis or where applicable, depending on the waiting list.*
- *Casual bookings CAN NOT be made more than a week in advance. If this occurs, the said booking will be considered as a permanent booking and if cancelled, must be paid for. Casual bookings must be confirmed by the coordinator/educational leader and can only be accepted if places are available for the session required.*
- *Priority of Access guidelines are followed for all bookings.*
- *Cancellations may be made by phoning the OSHC program and speaking to program staff or alternatively leaving a message on the answering machine which operates 24 hours.*
- *It is imperative that the coordinator/educational leader is notified of any cancellation prior to the commencement of the program in which the child is booked. If your child/ren are booked into the programs but*

cannot attend as planned, you **MUST** telephone the Coordinator/Educational Leader no later than 6.30am on the day of proposed attendance for Before School Care or by 9.00am for After School Care.

- The answering machine will record the time of the message for our records.
- Cancellations to permanent care arrangements **MUST** be in writing.

Cancellation Fees:

- **Permanent:** *This booking will always be paid for, regardless of the child's attendance or notification that they will be absent unless a medical certificate is supplied.*
- **Casual:** *If cancellation of casual bookings occurs outside the above timeframes full fees will be charged and must be paid for unless a medical certificate is supplied.*
- **Curriculum Day** *Payment for same MUST be made PRIOR to the day of care. Once bookings are made and paid for, no refunds can be given unless a medical certificate is provided.*



ATTENDANCE AND COLLECTION

Children must be signed in and out of the program on the day's attendance roll.

Procedure:

Before School Care: *the parent or parent's nominee must bring the child into OSHC and sign in the child on that day's attendance roll and the coordinator/educational leader is responsible for signing the child out.*

After School Care: *the parent or the parent's nominee must collect the child from the OSHC program and sign out the child on that day's attendance roll. The coordinator/educational leader or other duly appointed staff member will sign the child in at the beginning of the session.*

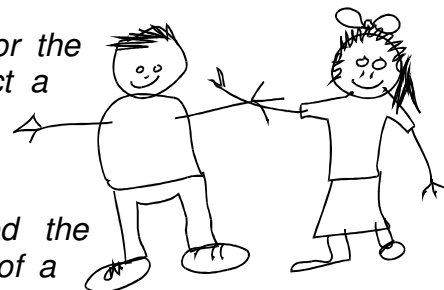
Curriculum Day: *the parent or parent's nominee must bring the child into OSHC and sign in the child on that day's attendance roll and the parent or the parent's nominee must collect the child from the OSHC program and sign out the child on that day's attendance roll.*

WHO IS AUTHORISED TO COLLECT CHILDREN

Only the parent or the parent's nominee may collect the child from the OSHC program.

Procedure:

- *If a person who is not the parent or the parent's nominee attempts to collect a child, the coordinator/educational leader will attempt to contact the parent for authorisation.*
- *If the parent cannot be contacted the strategies for late or non-collection of a child are followed.*



LATE OR NON COLLECTION OF A CHILD

Procedure:

If a child is not collected by 6:15pm, the coordinator/educational leader will immediately:

1. *Contact the parent/guardian.*
2. *Contact the emergency contacts and asks that they come to collect the child. A note will be left by the coordinator/educational leader at the Hall door to alert the parents/guardian.*
3. *Two OSCH staff members will remain with the child until the parent/emergency contact arrives.*
4. *If the parent/guardian or nominated contact(s) cannot be contacted by 7pm the coordinator/educational leader will attempt to call the following personnel, in this order: Principal, Assistant Principal and Local Police.*
5. *LATE FEE: If a child is not collected by 6.15pm a late fee will be incurred by the parents of that child. The fees set by school council are \$10.00 for the first 5 mins and \$5.00 for every 5 min thereafter per child.*

WAITING LIST

When the number of bookings exceeds the number of places available a waiting list is maintained and prioritised using “**Priority of Access Guidelines**” and then on a “first-come-first-served” basis. A waiting list may also be enforced if suitably qualified staff are unavailable to ensure that the program is meeting its legal /duty of care obligations.

Procedure:

- *Families are requested to complete priority of access information on the enrolment form so that the coordinator/educational leader is aware of each family’s priority of access status.*
- *The coordinator/educational leader will accept permanent bookings regardless of priority of access guidelines where a vacancy exists in the program*
- *When permanent places equal available places, new enrolments will be placed on a waiting list and allocated spaces in line with priority of access guidelines.*
- *Permanent bookings will take precedence over casual bookings.*
- *The waiting list will be maintained according to priority of access guidelines and then on a first-in-first-served basis.*
- *The program holds two emergency places for each program. Where a place is not available for a family falling into one of the three priority specifications, the program will endeavour to accommodate the child using the emergency places.*

HEALTH NEEDS

Families are asked to ensure the program is aware of a child’s specific health requirements.

Procedure:

- *Where a child has specific long-term health requirements (eg. Asthma, Anaphylaxis etc.), families are asked to provide a written health management plan, which has been prepared by the family’s medical practitioner/adviser. This plan must be no older than twelve months and signed by the doctor.*
- *Staff will be made aware of all current health management plans and their implementation.*
- *The coordinator/educational leader will be responsible for the implementation of all current health management plans but may delegate this to another staff member where appropriate.*

MEDICATION

Medication, (including all prescription and over the counter drugs) shall not be administered to a child unless the child's parent/guardian has given written consent authorising administration.



Authorisation must include the child's name, the name of the medication, the dosage and times and/or circumstances of administration.

Medication must be clearly marked with the child's name and kept in their original container. Medication must be stored in a secure place and may only be administered by the coordinator/educational leader or staff in a coordinator/educational leader position, with the exception of Asthma pumps, which should be carried and self-administered by the child where possible under the guidance of a staff member. All program staff are trained in the management of Asthma and Anaphylaxis.

Where a child requires medication regularly, approval from parents/guardians should be updated on a regular basis. Notification must be given by parents/guardian/approved person for self-administration of asthma pumps by a child.

In the case of an emergency when a parent/guardian/approved person cannot be contacted, medication shall only be administered with the permission of a medical practitioner, preferably the child's doctor.

A parent/guardian/approved person will be asked to sign acknowledgment that medication has been given when collecting the child. The record will show the child's name, date, time, medication, dosage and name of the staff member who administered the medication.

Procedure

- *The coordinator/educational leader shall be responsible for:*
 - *administering medication only when written authorisation has been given by the parent/guardian;*
 - *ensuring all relevant information pertaining to the dosage and authorisation is documented clearly;*
 - *ensuring the parent/guardian signs acknowledgment that the medication has been given when collecting the child.*



- *The coordinator/educational leader shall ensure the medication is clearly labelled with the child's name and in its original container.*
- *In the case of an emergency, where a parent/guardian cannot be contacted, the coordinator/educational leader will attempt to contact the child's doctor or in their absence another medical practitioner.*

SUN PROTECTION

The OSHC program has its own Sun Protection Policy which has been developed in conjunction with advice from leading Government authorities and communal peak bodies (ie. Anti-cancer Council of Victoria). In line with current legislation the program is seeking to commit to ensuring the safety of our school community and to protect our students and staff from the danger of sun exposure and to develop 'sun smart' behaviour.

Procedure:

- *During Terms 1 and 4 children and staff are encouraged to wear appropriate clothing, which includes wide brimmed/legionnaires hats when outside, 15+ broad spectrum sun screen on all exposed areas of skin and to make use of available shaded areas whenever possible.*
- *Each child is required to supply a named hat, which is retained by the Program for use by that child only when attending the program. No Hat, No Outside Play.*

NUTRITION

In the interest of promoting "healthy eating" , the OSHC program follows the guidelines set out in the program's Nutrition policy and in accordance with current government legislation which promote balanced and healthy eating.

Procedure:

- *Coordinator/educational leader will be aware of:*
- *the current OSHC Nutrition policy and guidelines as set out under current legislation*
- *the Australian Dietary Guidelines for Children and Adolescents when planning weekly menus.*
- *Weekly menus will be balanced and include a variety of nutritious food;*
- *Surveys will include information relating to satisfaction of food provided;*
- *Staff will cooperate with families to ensure food is culturally acceptable taking into account any allergies/intolerances and also taking into account budgetary constraints as per the service's Anaphylaxis Policy*
- *Food provided will be nutritious and attractive but will not exclude completely, the occasional treat;*
- *The coordinator/educational leader will be encouraged to undertake training on menu planning and healthy eating practices for school age children.*



DIVERSITY AND INCLUSION

Cultural Relevance

Our program is mindful that we live and work in a multicultural society where diversity is celebrated. Programs aim to be culturally relevant and recognise different cultural backgrounds.

Procedure:

- *Staff encourage the sharing of information with children and promoting cultural differences as positive;*
- *Staff attempts to promote awareness of diversity into programs thus promoting tolerance and a positive attitude towards differing backgrounds;*
- *Staff respect and value uniqueness in each child and celebrate this where possible;*
- *Staff members are encouraged to support one another in ensuring that they do not discriminate against any child attending the program.*

Inclusion of Children with a Disability

Children with a disability are included in and where necessary, catered for individually, in activities in a sensitive and caring way.

Procedure:

Staff members shall:

- *Act as a role model providing appropriate support and care to children with additional needs*
- *demonstrate respect through appropriate behaviour*
- *in consultation with families of children with special needs ensure they are working together in the best interests of the child at all times*

FEES

OSHC is committed to provide responsible financial management and affordable fees to parents who use the service. Fees are set with regard to the running costs of the OSHC Programs and any changes to government legislation or funding which may impact the fee structure.



Fee payment is mandatory as OSHC relies on the payment of fees to operate. Parents should approach the coordinator/educational leader or School Principal if they are having difficulty with payment of fees, as alternative arrangements may be negotiated.

The Eltham Primary School OSHC service qualifies as an approved carer and the Commonwealth Child Care Benefit (CCB) is available to families who use OSHC. CCB is a subsidy payment made to families to assist with the cost of childcare. Families using approved care are able to choose to receive CCB

through fee reductions or as a lump sum payment after the Australian Taxation Office has processed their tax returns. Eltham Primary School receives no direct funding for booked places and parents should arrange CCB through the Family Assistance Office (FAO).

Full fees are listed below but are not inclusive of individual family CCB. Families who qualify for CCB fees are reduced accordingly.

Before School Care	\$10.00 per session
After School Care	\$14.00 per session
Curriculum Day Program	\$45.00 per day
Last Day of Term (ASC)	\$16.50
Last Day of the Year (ASC)	\$18.50

FEE PAYMENT

Fees must be paid weekly. Payment may be made by cash, cheque or credit card. Accounts will be issued each Friday afternoon. Payments need to be placed in an envelope and handed to the coordinator/educational leader or placed in the payment box on the table in the foyer. Receipts will be issued only upon request.

Permanent booking fees are payable for children regardless of their attendance at a session unless a medical certificate is produced.

Any fees outstanding after two weeks will result in a written request and final payment date one week from the date of the request. At the expiration of this date, children may be precluded from attending until the fees are paid.

HOURS

<i>Before School Care</i>	<i>60 approved places*</i>	7:00am - 8.45am on school days, breakfast provided.
<i>After School Care</i>	<i>60 approved places*</i>	3:30pm# - 6:15pm on school days, snack provided.
<i>Curriculum Day</i>	<i>60 approved places*</i>	7:30am- 6:15p on pupil-free days, morning and afternoon tea provided.**

*Subject to staff availability

#Last day terms 1-3 from 2.30pm and term 4 1.30pm

**The program may not be run for bookings below 15 children.

ACCESS AND PARTICIPATION OF PARENTS OR GUARDIANS OR APPROVED PERSONS

At OSHC we like to see parents be involved in the activities that the children are undertaking. From this perspective we advise you to allow some extra time when dropping off/collecting children for this purpose. Parents/guardians are encouraged to make appointments to exchange information about their child with the coordinator/educational leader. Information given by parents and children will remain confidential to OSHC staff and the School Principal.

We also encourage you to become a member of the OSHC subcommittee and/or attend OSHC subcommittee meetings.

Procedure:

- *The parent information book and a notice displayed in the OSHC foyer invites parents to make an appointment to discuss any information about their child with the coordinator/educational leader or to spend time with their child at the program.*
- *The coordinator/educational leader regularly encourage families to participate in the program during session times.*



GRIEVANCE PROCEDURES-COMPLAINTS FROM FAMILIES

All parents/guardians have the right to have their concerns heard by the Management team.

Procedure:

All Complaints should be directed as follows:

Coordinator/Educational Leader – Linda Reid 9431-2143

elthamprimaryoshc@gmail.com

[The coordinator/educational leader will address complaints and concerns promptly, respectfully and in a confidential manner. Staff will endeavour to respond to families verbally within 24 hours and in writing within 2 working days.](#)

Assistant Principal – Ms Lyn Truran
9439-9374

elthamps@edumail.vic.gov.au

Complaints which are not resolved to the family's satisfaction will be referred to the Principal and the Department of Education & Early Childhood Development. Such notification will be done within 48 hours of the complaint being made.

Children's Services Manager,
Department of Human Services,
Northern Region,
P.O. Box 1332,
Collingwood, Vic. 3066

Complaints which cannot be resolved by the Principal/Committee of Management will be referred to The Department of Education & Early Childhood Development.

All complaints will be registered in a log which tracks complaints made, progress on outcome and final resolution.

CUSTODY ORDERS

All parents and authorized persons have access to OSHC and their children at all times unless relevant Court Orders are held by the service that specify otherwise.

Procedure:

- *Families must notify the coordinator/educational leader of any custodial arrangements as per enrolment form and provide a police/court order where applicable.*
- *Families are encouraged to notify the coordinator/educational leader of any cases of strained domestic circumstances, which may impact on the child's emotions.*
- *Staff will maintain confidentiality relating to custodial arrangements at all times.*
- *If a person who is not the parent or the parent's nominee attempts to collect a child, the coordinator/educational leader will attempt to contact the parent for authorisation.*
- *If the parent cannot be contacted the strategies for late or non-collection of a child are followed.*

A Policy and Procedures Document that explains the program is available from the Coordinator/Educational Leader at anytime for viewing. As these are working documents, we advise that they are constantly under review.

