Specimen Hill Primary School
Outside School Hours Care Program Policy

Introduction:

Specimen Hill Primary School’s Outside School Hours Care Program (SHPS OSHC) aims to provide a safe, secure, happy and productive environment for all attending children.

This policy contains a statement of the philosophy, general guidelines and procedures that will help achieve the above desired program outcomes.

This policy reflects the needs of our school community plus all relevant federal and state laws, and should be flexible enough to accommodate change: including issues that may arise in the future. Therefore, this document should be reviewed annually through a process of evaluation (as outlined in Section 9.2).

Program Philosophy:

1. To provide quality and affordable outside school hours care (primarily) for Specimen Hill PS children, in a safe, warm, caring, fun and secure environment.
2. To meet the needs of participants by providing a stimulating and efficient program – where each participant has the opportunity to explore, experience, experiment and discover.
3. To create an atmosphere that fosters positive communication, so that clients feel confident in asking questions, offering ideas, sharing information and participating in the program.
4. To develop and maintain a positive relationship between the service, its clients, its committee of management, the Specimen Hill PS Council, and the broader school and local community we serve and operate within.
5. To enhance Specimen Hill PS’s existing reputation as a provider of quality educational and worthwhile social services for our clients, and our broader local community.

General Guidelines:

1. The practices, values and procedures of the SHPS OSHC must reflect the philosophy, general guidelines and procedures adopted in this Policy;
2. The SHPS OSHC will operate under the guidelines of the Children’s Services Act 1996 and/or Children Services Regulations 2009;
3. The SHPS OSHC will operate within processes set out in Specimen Hill Primary School’s own Charter, Policies, and various Codes of Conduct;
4. All personal information submitted by clients to this program shall be protected under SHPS’s Privacy Policy;
5. The SHPS OSHC will be overseen by a Management Committee, which is itself a subcommittee of the full SHPS Council – and therefore directly answerable to it;
6. The daily management of the SHPS OSHC is the responsibility (in the first instance) of the Convenor of the SHPS OSHC Management Committee – in direct consultation with the SHPS Principal;
7. Program implementation of the SHPS OSHC is the responsibility of the appointed Coordinator;
8. The Coordinator and Assistant of the SHPS OSHC will have minimum qualifications of Cert. III in Children’s Services with the undertaking of achieving a Diploma in Children’s Services.
Specimen Hill Primary School
Outside School Hours Care Program
Policy

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1.0 ACCESS TO CARE

1.1 Priority of Access

The SHPS OSHC is a registered and approved Commonwealth Childcare Program for a (current) maximum of 30 primary school aged children (ie: between 5 and 12 years of age), with priority given to the following, in order:

1. a child at risk of serious abuse or neglect;
2. a child of a single parent who satisfies, or of parents who both satisfy, the work / training / study test under section 14 of the Family Assistance Act (noting other sub-priorities within this category);
3. permanent bookings;
4. any other child.

1.2 Hours of operation:

The SHPS OSHC will operate for 2 3/4 hours a day from 15:15 to 18:00 (ASC) 2 hours 10 mins. from 6:30 to 8:40 (BSC), Monday to Friday and for 41 weeks of the year (ie: each week of the four gazetted Victorian DEECD school terms).

In addition - and depending on demand - the SHPS OSHC may run for any Curriculum days to cover the full day allocated for SHPS staff professional development or Curriculum Days, when students would normally not attend school.

OSHC Program does not run on public holidays or school holidays.

Further, the program may – subject to demand – operate on the last day of each term, when the school would typically finish classes at 14:15.

- After School from 15.15 to 18:00
- End of Term Dismissal nominally 14:15 to 18:00
- Pupil Free Days / Curriculum Days from 8:00 to 18.00

1.3 Staffing:

Two staff model for a maximum of 30 children.

1.4 Enrolments:

Enrolment within the SHPS OSHC depends on the satisfactory completion of an enrolment form that includes:

1. Child’s name, address, date of birth;
2. Parent / guardian / carer's name, address and telephone number at home, mobile and work;
3. Relevant medical details and name, address and emergency telephone number of doctor;
4. Relevant custody details (eg: copy of sole custody orders to be supplied to the program, if applicable);
5. Details of people authorised to collect children from the program;
6. Name, address and telephone numbers of persons who may be contacted in an emergency;
7. Written authorisation to seek emergency medical hospital and ambulance service, or chosen alternative;
8. Any special needs (dietary, behaviour, allergies, etc) or considerations relating to the child.

A daily Attendance Log will be maintained, recording a child’s arrival and departure, and which authorised person collected the child.

1.5 Bookings:

Parents can book their children into outside school hours care on either a permanent or casual basis.

Bookings are made directly with the Program Coordinator, Leah Johns by ringing the dedicated mobile phone number (0447 788 636) during the hours of 6.30 to 18.00. Clients unable to speak directly to the Coordinator can leave a brief message and return phone number on the message service – calls will only be returned if the program is already fully booked.

To ensure a place, all bookings are to be made at least a day BEFORE the anticipated booking required. However, bookings for same day vacancies (if they exist) may be made during the day of the desired booking, prior to 15.00, unless there are exceptional circumstances.

1.5.1 Permanent Bookings:

This constitutes a guaranteed place for the period of the booking and may be full time or part time. Parents should confirm details of the proposed usage prior to the start of each year.

Bookings made during term require 24 hours notice.

1. Permanent bookings will be charged at full fee (less the CCB if applicable) for each session booked, irrespective of whether or not the child actually attends the session.
2. To maintain a permanent booking it is essential with all cancellations that the SHPS OSHC Coordinator is notified by 15:00 on the day PRIOR to the normal permanent booking. If this is not done, the SHPS OSHC reserves the right to cancel the place.
3. Parents are required to give one week’s notice when they plan to finish using the service on a permanent basis – otherwise they shall incur costs for any sessions booked, but not used.
4. To guarantee keeping a permanent position it is essential to maintain payment, as set out in this policy. Once payment is cancelled, if the service is full, placement request will be placed on a waiting list.
5. In line with the Commonwealth Department of Family & Community Services’ guidelines, children using the SHPS OSHC can receive up to 42 days per calendar year allowable absences.
6. Childcare Assistance Service users who book a casual position need to comply with the 24 hour notice of non-attendance policy, to avoid incurring the cancellation fee.
1.5.2 Casual Bookings:

This constitutes irregular use. Bookings should be made at least the day before the session required.

A booking can be made with the Program Coordinator by telephoning her on their dedicated mobile phone booking service, between the hours of 6.30 - 18.00.

Clients unable to speak directly to the Coordinator can leave a brief message and return phone number on the message service – if the call is not returned your booking is secured.

1.5.3 Emergency Bookings:

When unforeseen circumstances occur and a child has to be notified by the school’s office, bookings must be made through the school office before 15:00.

Parents (etc) making an emergency booking must ring the program first to check if places are available.

All emergency bookings must provide an emergency local phone number to the Coordinator.

1.6 Delivery and Collection of Child/ren

Prep children are collected from their classroom at 15:15, taken to ASC room and signed in. Children in Grades 1-6 arrive at the Multi Purpose room and signed in after afternoon bell at 15.15.

1.6.1 Signing In and Out:

1. The supervisor must mark an attendance role, noting the time of arrival.
2. Parents / authorised person collecting children must sign the children out.
3. Specific and dated written parental / authorised person permission is required if children are to attend activities after the program, or if they are being collected by another person.
4. Details held for emergency contact must be maintained (by parents) and any changes notified to the supervisor in writing, as soon as possible.

1.6.2 Child is booked in, but does not arrive at the centre (by 15:20pm):

1. Ring office and check if child is absent (or has gone home early sick, etc).
2. Ask assistant to check classroom, playground, and arrange for PA announcement.
3. Ask assistant to notify principal (or his/her most senior delegate).
4. Ask assistant to ring parents to check attendance status.
5. Prepare an incident report of what occurred, and outcome.

1.6.3 Child goes missing during a program:

1. Ask assistant to do immediate check of grounds, toilets and play area.
2. Alert office and / or principal if they are still available on site.
3. If parents or other adults are available, enlist their help to ensure all other children are always supervised during this time; otherwise contact people on emergency list.
4. Ring parents and inform them of what has happened.
5. **Inform** Police if not found within 20 minutes (assuming parents do not know whereabouts either).
1.7 Booking Cancellations:

It is the parents' responsibility to notify the Program Coordinator if a booking is to be cancelled, giving at least 24 hours’ notice.

Lack of notification may result in loss of permanent booking position.

In the event of a child who is booked into the program not attending, the coordinator will check:
   1. with their classroom,
   2. then the school office,
   3. then notify the Principal.

All reasonable effort will be made to contact the designated parent / guardian / carer to find out the child’s reason for failure to attend.

Full fees will be charged in the case of failure to notify of the child not attending.

1.8 Basis for Denial of Care:

Parents should note that their failure to abide by the following may result in their child / children being excluded from the program:
   1. Repeated unacceptable behaviour of the child (or parent) in the program (refer to SHPS Student & Parent Codes of Conduct and Student Welfare Policy). Children will be given three warnings – 1 verbal, 1 written and 1 from the Principal.
   2. Fee arrears in excess of $50
   3. Infectious disease and infestations (eg: nits)
   4. Constant late pick up
   5. No places available.

2.0 FEES

2.1 Fee Scale:

Fees are currently set at $12.00 ASC; $10 BSC per normal session per child, regardless of the actual time attended (noting that the true cost to users is subsidised through a Government CCB rebate).

The scale of fees payable shall be in line with the latest calculations provided by DEEWR, as published and regularly updated on its web site at: deewr.gov.au

Fee reductions / rebates shall also be in line with FAO’s CCB information, kept current by the Program Supervisor.

As required, the SHPS OSHC Management Committee may review its base session charge (currently $12 ASC; $10 BSC per session per child), to cover all costs to at least a break-even point.
2.2 Pupil Free Days

Fees for Pupil Free Days are currently set at:
- $35.00 for full day
regardless of the actual time attended (noting that the cost to users is subsidised through a Government rebate).

2.3 Fee Collection:

Payment for permanent bookings will be invoiced fortnightly. Casual bookings shall be paid to the office upon receiving an invoice - unless alternative arrangements are negotiated (and agreed to by all parties in writing, as legally binding commitment to pay).

Parents with permanent bookings for their children will be required to pay for these places even when a child is unable to attend, UNLESS they provide 24 hours advance notice of a cancellation.

Positions will not be allocated to a parent where there are outstanding accounts for payment – unless there are extenuating circumstances, and firm arrangements put in place (in writing) to eventually remedy any outstanding monies owed.

Parents / guardians are required to pay the fee for a session if cancellation notice is NOT given by 15:00 on the day PRIOR to the booking.

All fees collected will be deposited with the SHPS office manager at a minimum of once per fortnight.

2.4 Fees for Late Pickups:

If a child is collected late (ie: after 18:00) then a fee of $5 per 5 minutes, or part thereof, will be automatically charged.

Children left at the centre after an hour of its normal closing time (ie: 18:00pm) shall be automatically handed to Police for further protection / action.

3.0 PROGRAM OPERATION

3.1 Program

The program will be conducted at Specimen Hill Primary School in the Multi Purpose Room ASC; Library BSC together with access to adjacent facilities as required:

- Canteen
- Toilets
- External play areas
- School oval
3.2 Equipment:

1. access to a reliable phone (mobile – in supervisor’s possession);
2. laptop computer (for administrative purposes – in supervisor’s possession);
3. first aid kit and fire protection equipment – as specified in SHPS’s First Aid Policies;
4. activity materials and equipment, to develop a broad program for the children (including, but not limited to videos & CDs, art material, craft & hobby materials, etc);
5. sports and other physical recreational equipment, as purchased for the program – or on loan with permission from SHPS’s normal collection of equipment;
6. additional / guest staff / helpers, to cater for increased enrolments on a daily basis.

3.3 Food

The Program Supervisor and Assistant shall be responsible for the provision within the set budget (buying / ordering) of a nightly ‘snack’ that can be easily prepared and shared by participants.

Food choice shall take into account any special (dietary) needs of clients, and comply with SHPS’s Food and Nutrition Policy.

3.4 Behaviour Management

The behaviour of all attending children must conform to SHPS’s Behaviour Management Policy (Student Code of Conduct).

Breaches of this code, or failure to comply with the instructions of the Program Supervisor, may preclude offending children from future attendance.

All attending children shall:

1. show courtesy and respect for others and their property at all times;
2. respect and care for the school property and environment;
3. remain at the Outside School Hours Care Program and cannot leave without the permission of the supervisor (and after being signed out first);
4. listen to and comply with the instructions and rules of the Outside School Hours Care staff;
5. behave in a proper manner and ensure that all behaviour will not cause harm to others, or themselves.

Kitchen based activities require a greater level of supervision and safety, and children will need to be more careful at these times.

4.0 HEALTH & SAFETY

4.1 Emergencies:

A telephone (fixed or mobile) must be available and operational at all times. Emergency evacuation procedures consistent with SHPS Fire Safety / Emergency Plan should be practiced at least once per term. All staff should have a copy of, and be thoroughly familiar with, the SHPS Fire Safety / Emergency Plan.
4.2 Ill or Injured Children:

An injured or ill child must be kept under direct supervision, and the illness/injury managed appropriately according to the SHPS First Aid policy.

This action should continue until full recovery, or until the parent/guardian/carer takes charge of the child (with notification made by phone, as deemed necessary by the Program Coordinator).

Either way, the child’s parent (etc) must be informed of any injury or incident, and appropriate written reports completed and lodged with the Principal (or his/her delegate).

*If any child requires immediate medical attention ring 000.*

All reasonable effort must be made to contact the parent/guardian/carer in an emergency, and all reasonable effort must be made to secure the appropriate medical care.

In the case of the need for medication to be administered, without the prior consent of the parent/guardian/carer, consent should first be secured from a registered medical practitioner.

The accident/illness register must be completed and signed by the parent, and the staff member involved in the incident on the day.

4.3 First Aid

One staff member on duty should be currently qualified in Level 2 First Aid and have Anaphylaxis Management qualifications.

A fully equipped First Aid Kit must be maintained in an efficient and accessible order at all times.

Any First Aid administered is to be recorded in the Incidents Book, and dealt with in strict accordance with the SHPS First Aid policy.

4.4 Infectious Diseases - Children and Staff

Any child, staff member, or parent helper that is knowingly carrying an infectious disease is required to remove themselves immediately from the program for the duration of their contamination period.

If a child is suspected of unknowingly being affected by a potentially infectious disease, then the Coordinator should immediately advise the parents to arrange their temporary removal from the program.

In the case of a permanent booking, no charge shall be levied for missed sessions due to illness – providing the due notification process was followed where practicable.

4.5 Medication

In strict accordance with the SHPS First Aid policy, staff will not administer any drug (etc) to any child without the express written permission of the child’s primary care giver.

The only exception may be in the case of a genuine medical emergency (eg: the administration of ventolin to an asthmatic child with severe breathing difficulties, unable to self-administer
whilst awaiting the arrival of qualified medical help or administering an EpiPen for child suffering anaphylaxis).

Staff are also empowered to inquire as to a child’s own self-administration of any substance (eg: ventalin), if they have any reasonable doubt about the legality of such a practice.

4.6 Staff Conduct

All program staff (and helpers, etc) shall conduct themselves in a professional, punctual, honest, responsible and friendly manner – as befits the expected level of staff conduct at SHPS.

Staff shall not report for work under the influence of any non-prescription drugs – including alcohol – and all smoking within SHPS and its surrounds (including grounds) is strictly prohibited under DEECD OH&S laws.

4.7 Child Maltreatment & Mandatory Reporting

If program staff have any concerns about the emotional or physical wellbeing of any child in their program, they are to report their concerns as soon as practicable to the SHPS Principal – who will then decide and initiate the correct procedures.

Under no circumstances are program staff to initiate mandatory reporting processes without first consulting the Principal (or his/her deputy).

Similarly, it is not appropriate for staff to discuss their concerns with the child or their parents (etc), until first consulting the Principal.

4.8 Supervision

Program staff are at all times responsible for the direct (eye-contact) supervision of all children entrusted (by written enrolment) into their care.

They are however under no legal obligation to accept care for any child NOT formally enrolled in writing into the program, and booked for that night – unless mandated to do so by the Principal.

At no time are children to be left unsupervised, or younger students entrusted to the care of older students.

If / when children go to toilets, they must be accompanied by a staff member – or a parent helper who has passed a Police Check, and been entrusted by the Program Supervisor for such duties.

4.9 Hygiene:

All staff members and children using the program are to observe strict hygiene practices to minimise the risk of cross infection – including the strict washing of hands with soap before any person touches or begins preparing food.

All food provided in or by the program is to be as fresh as possible, of good quality, and be stored appropriately – in accordance with state approved food handling practices (HACCP, etc).
Food is to be handled, stored and prepared hygienically in the canteen / kitchen provided for this purpose.

All areas where food is prepared must be kept free from contamination and kitchen sink area must be confined to the preparation of food and the washing of dishes used in the presentation of food.

4.10 Building & Equipment:

The classroom venue, immediate play / use areas, grounds / oval and any equipment are to be maintained and left / stored in a safe, clean and hygienic condition, and in good repair at all times.

Any damage or faults to be reported to the SHPS OSHC Management Committee Convenor.

5.0 WORKING WITH FAMILIES

5.1 Communication

1. A copy of this Policy (and any other relevant policies) shall be made available to all users of the program, upon request.
2. All program users shall receive – upon enrolment – a copy of the ‘Parents’ Guide’, which largely covers much of the detailed information in this policy.
3. A regular segment in the school newsletter (Speci Express) will be distributed to all families in the school.
4. The Program Supervisor (etc) shall seek formal and informal feedback from users of the program, and include these in any reports.
5. A report from the Coordinator will be tabled at each School Council meeting.
6. An annual written report from the Coordinator and Management Committee shall be included in the SHPS Annual Report, and then made available to all users of the program, upon request.
7. Every effort will be made to communicate to parents with children of non-English background.

5.2 Parent Involvement:

Parents may be involved by assisting staff, supervising activities, and / or providing suggestions for activities for the program.

Note however that:

1. To ensure adequate legal liability protection, parents cannot be left in supervision of any child / children involved in the program – even their own!
2. Any parents regularly involved in assisting the program must complete a satisfactory Working With Children Check.
3. Parents do not have authority to intervene in disputes between children attending the program.

Any concerns about the day to day operation of the program should be reported to the staff or Principal, who will then take appropriate action.

The Principal may then refer any issues of grave or serious concern to the School Council.
6.0 STAFFING PROCEDURES

6.1 Staff Duties / Roles:

6.1.1 Role of Coordinator / Program Supervisor
The Program Coordinator of the SHPS OSHC will:
1. report directly to the SHPS OSHC Management Committee;
2. be responsible for the daily operation and administration of the SHPS OSHC, which includes:
   - client bookings;
   - assisting the SHPS OSHC Management Committee with the preparation of an annual budget;
   - equipment (etc) purchasing (including food, stationery, etc);
   - and preparation of monthly and annual P&L statements.
3. directly supervise the OSHC Assistant;
4. be responsible for ensuring the well being of children attending the SHPS OSHC by providing a warm, caring, safe and stimulating environment;
5. implement and maintain the policies, procedures and guidelines of the SHPS OSHC to ensure the services provided are of the highest quality;
6. implement the 10 Quality Areas of the National Accreditation System for OSHC programs;
7. implement the Children’s Services Regulations 2009 during the daily running of the SHPS OSHC;
8. work in partnership with clients to meet their needs, and those of their child/ren;
9. be familiar with the special needs (medical, etc) of participating children;
10. provide a safe, hygienic environment that meets individual nutritional, emotional and social needs;
11. maintain, in cooperation with other staff member(s), an attractive and welcoming work space;
12. create a relaxed, friendly environment where clients feel welcome, where their suggestions are valued, and where they are comfortable about asking questions;
13. liaise with clients to encourage their involvement / input into the program;
14. develop flexible routines and transitions that cater to changing client needs;
15. observe, plan, implement and evaluate weekly programs, in conjunction with co-worker(s) and - as required - the SHPS OSHC Management Committee;
16. keep written records - as required - to assist the planning process (including accident reports);
17. work as a flexible, enthusiastic, and motivated team member;
18. maintain an open line of communication with co-workers, the SHPS OSHC Management Committee, and SHPS Council in order to resolve any issues of concern as they arise;
19. attend regular meetings with the SHPS OSHC Management Committee (at SHPS, at a mutually convenient time), with appropriate compensation (ie: either time off in lieu, and / or additional payment);
20. participate in regular performance management reviews, held by the SHPS OSHC Management Committee;
21. adhere to and enforce / enact / follow all current and future policies implemented by SHPS Council and / or DEECD;
22. attend out of school hours training – as required / requested;
23. apply knowledge of legal issues involved in caring for children;
24. be responsible for the mandatory reporting of any perceived cases of child neglect or abuse (directly via, and in consultation with, the SHPS Principal);
25. use available resources effectively, and advise on replacement / new purchases, etc;
26. and help maintain processes to assure the ongoing and future quality of services provided by SHPS for its clients.
6.1.2 Role of Assistant

The Program Assistant of the SHPS OSHC will:
1. have Certificate III in Children’s Services qualification (or be undertaking qualification);
2. report ultimately to the SHPS OSHC Management Committee;
3. be responsible for assisting – as requested – with the daily operation and administration of the SHPS OSHC;
4. be directly supervised by the OSHC Supervisor on a day to day basis;
5. be responsible for ensuring the well being of children attending the SHPS OSHC by helping to provide a warm, caring, safe and stimulating environment;
6. help implement and maintain the policies, procedures and guidelines of the SHPS OSHC to ensure the services provided are of the highest quality;
7. help implement the 10 Quality Areas of the National Accreditation System for OSHC programs;
8. help implement the Children’s Services Regulations 2009 during the daily running of the SHPS OSHC;
9. work in partnership with the Supervisor to meet their clients’ needs, and those of their child/ren;
10. be familiar with the special needs (medical, etc) of participating children;
11. help provide a safe, hygienic environment that meets individual nutritional, emotional and social needs;
12. help maintain an attractive and welcoming work space;
13. help create a relaxed, friendly environment where clients feel welcome, where their suggestions are valued, and where they are comfortable about asking questions;
14. liaise with clients to encourage their involvement / input into the program;
15. help develop flexible routines and transitions that cater to changing client needs;
16. work as a flexible, enthusiastic, and motivated team member;
17. maintain an open line of communication with co-workers, the SHPS OSHC Management Committee, and SHPS Council in order to resolve any issues of concern as they arise;
18. attend – as requested – regular meetings with the SHPS OSHC Management Committee (at SHPS, at a mutually convenient time), with appropriate compensation (ie: either time off in lieu, and / or additional payment);
19. participate in regular performance management reviews, held by the SHPS OSHC Management Committee;
20. adhere to and enforce / enact / follow all current and future policies implemented by SHPS Council and / or DEECD;
21. attend out of school hours training – as required / requested;
22. apply knowledge of legal issues involved in caring for children;
23. use available resources effectively, and advise on replacement / new purchases, etc;
24. and help maintain processes to assure the ongoing and future quality of services provided by SHPS for its clients.

6.2 Employment of New Staff:

Positions are to be advertised (in local paper, on DEECD Recruitment via internet) to attract a reasonable number of suitable applicants. Position Descriptions are to be provided to all applicants.

A panel of 3 or 4 will be established by the SHPS OSHC Management Committee to oversee the selection process. The most suitable applicant for the job will be determined solely on merit.

Source TAFE and LA TROBE for casual/relief staff
6.3 Fair and Supportive Basis of Employment

The School Council – via its appointed OSHC Management Committee – will ensure a fair and supportive basis for employment by:

1. Developing supportive relationships with staff that encourage mutual understanding and respect.
2. Being available to discuss the problems or difficulties staff members may experience.
3. Ensuring access to staff development programs.
4. Encouraging networking with staff in neighbouring programs.
5. Providing access to resources through membership of appropriate organisations.

6.4 Relief Staff:

A list of Relief staff and procedures for staff replacement is to be held by the Coordinator, OSHC Management Committee Convenor, Principal and School Council.

At short notice, the Assistant may replace the Coordinator when absent for an unforeseen reason.

Every attempt should be made to establish the suitability of relief staff before employment. The list of relief staff should be updated regularly and approved by the OSHC Management Committee.

All Relief staff must either apply for or have – or in the interim sign a Statutory Declaration – as to their criminal record history.

They must also be formally employed by School Council.

6.4 Payment of Wages:

Wages are paid fortnightly directly into staff accounts.

6.5 Accountability:

All program staff are employed in the first instance by SHPS Council, which has ultimate responsibility for the program.

The School Council, on advice of the Principal, will approve the appointment of any staff to fill any OSHC vacancies, and also authorise the termination of a person's employment.

6.6 Complaints about Staff:

Any complaint about program staff will be investigated in accordance with DEECD protocol without bias, and respecting the anonymity of the complainant. A satisfactory resolution will be sought at all times.

Complaints in writing, signed (ie: not anonymous) and dated, are to be directed to the Principal, the OSHC Management Committee, or School Council.

Program staff will be informed immediately if the Principal decides to act on a complaint. The person making the complaint shall also be informed of the outcome of any investigation.
Substantiated complaints will be recorded on the staff member's file, and Grievance Procedures may also be implemented.

6.7 Grievance Procedures:

These are to be in accordance with the Department of Education and Early Childhood Development Guidelines.

They are to be instigated by School Council or the SHPS Principal where the safety and well being of any child in the program is believed to be at genuine risk.

6.8 Termination of Employment:

Program staff employment may be terminated at any time by mutual agreement. At least one week's notice is required.

Four weeks' notice is preferable, and notice is to be submitted in writing. Staff shall be dismissed if the outcome of Grievance Procedures so recommends.

7.0 MANAGEMENT PROCEDURES

7.1 School Council – OSHC Management Committee Relationship:

SHPS School Council sponsors, runs and has overall responsibility for the management of the OSHC, via its OSHC Management Committee.

Council will review the role and responsibilities of this committee annually.

Committee membership will comprise a minimum of Convenor, Program Coordinator, Principal (or his / her deputy), Assistant, and at least one parent / program user.

7.2 Role & Responsibilities of the SHPS OSHC Management Committee:

The SHPS OSHC Management Committee will offer the SHPS OSHC all reasonable facilities, support and funding to ensure it operates in a financially responsible manner, whilst also achieving the goals of the program's policy.

Specifically, the committee shall work with the Program Supervisor to:

1. Prepare the Annual OSHC Report for School Council, and clients of the program.
2. Ensure the effectiveness of the program.
3. Ensure that this policy is implemented, adhered to, and annually reviewed.
4. Receive and act upon the Coordinator's report at each School Council meeting.
5. Obtain formal and informal feedback from users.

8.0 ADMINISTRATION PROCEDURES

8.1 Holding Monies:

Monies will be banked at least weekly, including fees invoiced and paid in advance.

A reconciliation of fees paid, receipts issued, fee records completed and the bank deposit slip will be completed when monies are prepared for banking.
Prior to banking, all money will be held in a secure place under the control of the School Office Administrator.

8.2 Administrative Records:

The Coordinator will keep (up to date and orderly) daily records of each child's attendance and time of pick up, and weekly records of fees incurred, fees paid and fees outstanding.

Details of the scale of fee relief and of fees outstanding will be kept confidential, and will only be available to the OSHC staff, Committee and School Council.

The Coordinator will be responsible for compiling all reports required by Government.

8.3 Insurance:

Public liability insurance cover is provided by DEECD.

School Council does not provide medical insurance cover for children in the program.

8.4 Role and Responsibilities of the Principal:

The Principal is an ex officio member of the OSHC Committee and School Council, and as such he / she (or their directly reporting delegate) is required to:

1. Identify OSHC staff vacancies as they arise, prepare Position Descriptions and selection criteria.
2. Convene selection panels and make recommendation to Council.
3. Select all staff in a manner that complies with merit and equity provisions and other Department of Education Employment and Training guidelines.
4. Manage the employment of all OSHC staff.
5. Negotiate employment arrangements for all OSHC staff.
6. Plan and implement an annual review process, in accordance with DEET guidelines for all OSHC staff.
7. Manage the resolution of complaints about OSHC staff.
8. Ensure that School Council receive regular reports on the performance of OSHC expenditure against budget.

9.0 EVALUATION PROCEDURES

Evaluation is an essential element of a successful and professional program, enabling School Council, staff and families to make informed decisions on feedback derived from a number of sources.

9.1 Feedback:

Feedback should be obtained in relation to all aspects of the program, including:

1. adequate facilities
2. suitable, available equipment and materials
3. team staffing approach
4. sufficient organisation
5. type of activities
6. School Council resources and co-operation
7. participation
8. adequate support from all leaders.
9.2 Program Evaluation:

At the end of each calendar year 30 randomly selected families who have used the SHPS OSHC during the year will be sent an opinion survey asking for comments re:

1. How the program is meeting the needs to the parents.
2. How the program is meeting the needs of the children.
3. The quality of the program.
4. The suitability of the hours of operation.
5. The appropriateness of the activities.
6. The appropriateness of the food,
7. The qualities of the staff.
8. The payment of receipting procedures.
9. General comments.

The survey results will be discussed by the SHPS OSHC Management Committee, and a report submitted to School Council.

9.3 Staff Evaluation:

The Coordinator and assistant will be reviewed annually by the Principal (and other staff as designated by him / her), in accordance with Department of Education Employment and Training guidelines.

10.0 LEAVE PROCEDURE FOR STAFF:

10.1 Coordinator:

If the Coordinator is unable to work on a particular session or day, the Principal should be notified of the absence asap. The Principal or his / her delegate will then find a suitable replacement – usually drawing on a roster of agreed emergency teaching staff.

10.2 Assistants:

If an Assistant is unable to work on a particular session or day, the Coordinator should be notified, who will liaise with the Principal (etc) to find a suitable replacement.

Program Contacts:

SHPS - After School Hours Care - Phone: 0447 788 636
Specimen Hill Primary School - Fax: 54415494
Specimen Hill Primary School - Email: specimen.hill.ps@edumail.vic.gov.au
Specimen Hill Primary School - Website: http://www.shps1316.vic.edu.au
Appendices – relevant Specimen Hill Primary School policies that may directly affect, influence or govern the SHPS OSHC:

1. Student Code of Conduct
2. Parent Code of Conduct
3. Student Welfare
4. Teacher Welfare
5. Fire Safety / Emergency Procedures
6. Evacuation Procedures
7. First Aid
8. SHPS OSHC - Parent Opinion Survey
9. Emergency Action Care For Children - if an accident occurs to the Outside School Hours Care Coordinator.
10. Emergency Action Care For Parents - non arrival of the Outside School Hours Care Coordinator.
11. Boundaries of Program
12. Canteen Policy
13. Community Use of School Facilities
14. Food & Nutrition
15. Furniture & Equipment
16. OH&S
17. Safety House
18. Asthma Management
19. Anaphylaxis Management
20. Behaviour Management
21. Bully, Policy Against
22. Equal Opportunity
23. Head Lice (Parent) Management
24. Student Support
25. SDI
26. Sunsmart
27. Teacher Welfare
28. Accountability
29. Advertising / Sponsorship
30. Home – School Communication
31. Newsletter
32. Parent Involvement
33. Police Checks, Working With Children Checks
34. Administration
35. CRT
36. Class Materials & Requisites
37. Cleaning
38. Merit & Equity
39. Office Administration
40. Photocopying
41. PD
42. Program Support
43. Students in Training