

Crown Street Outside School Hours Care

(Before & After School Care and Vacation Care)

Provided by Surry Hills Neighbourhood Centre

Parent Handbook 2020

Mobile:	0414 216 266
Onsite at Crown Street Aftercare:	(02) 9331 1479
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About OSHC

Crown Street Outside School Hours Care (OSHC) is a vibrant and inclusive program run onsite at Crown Street Public School. Governed by the Surry Hills Neighbourhood Centre, our not-for-profit status allows us to provide a first class service at a subsidised rate.

The OSHC service employs an appropriately qualified Co-ordinator and Child Educators to provide daily care for children. The aim of the service is to assist families by the provision of OSHC in a safe, inclusive and friendly environment.

This service is for students from Crown Street Public School only.

Students from other schools, including secondary schools, are not eligible to attend the Crown St OSHC, with the exception of Vacation Care.

OSHC aims to encompass in its program sport, art, education and other activities that support holistic and well-rounded development of children in our care. We recognise the importance of developmental play in children aged 5 - 12 and incorporate a variety of structured activities for children to develop fine and gross motor skills, imagination, lifestyle learning, social interaction and awareness of the diversity and social justice. Children are given ample freedom to explore their own modes of play, and are thus encouraged to develop independence and personal creativity.

Activities within the program are carefully considered to ensure inclusion of children with special needs, differing levels of age, ability and diverse cultural and linguistic backgrounds.

Please feel free to speak to the OSHC Co-ordinator if you have any issues, questions or feedback about our OSHC program.

Governance Board

The SHNC Governance Board meets monthly or as required to discuss matters relating to the centre, including the OSHC service and its operation.

You may communicate with the Governance Board via the OSHC Coordinator.

Outside School Hours Care and Vacation Care Contact Information

Crown St OSHC provided by SHNC

Address: 356 Crown Street Surry Hills
Co-ordinators Mobile: 0414 216 266
Onsite contact: (02) 9331 1479
E-mail: crownstreetoshc@outlook.com

Preferred method of communication is email.



OSHC staff members

OSHC staff members have training in First Aid and hold current Working With Children checks, as per government regulations.

- Outside School Hours Care Co-ordinator – 0414 216 266
- Outside School Hours Care Child Educators – (02) 9331 1479

Staff information is displayed in the OSHC rooms.

For staffing information and additional contact numbers, please see staff profiles, available on the noticeboard at Crown Street OSHC.

Hours of Operation

- 7.00am to 9.00am Monday to Friday (Before School Care)
- 3.00 pm to 6.00 pm Monday to Friday (After School Care)
- 8.00 am to 6.00 pm Vacation Care (operational days between Mon- Fri only)



Children's Program Philosophy and Aim

The OSHC aims to provide a safe, caring, enjoyable and stimulating environment for school-aged children. Children are encouraged to participate in the program planning and to display a sense of responsibility and respect towards each other, staff and their environment.

Children are assisted to make creative and productive use of their leisure time and most of all to enjoy the program. Safety and protection is promoted and provided through the SHNC & OSHC Risk Management Strategy.

All staff have a "Duty of Care" to the children and to each other at the service. It is the aim of the OSHC service to ensure all possible steps are taken to protect children from harm by minimizing all unreasonable risks.

SHNC's Policies and Procedures are available at the OSHC Centre for all parents' perusal.



OSHC staff communication with parents

Weekly Program and Menus

Parents and Carers are encouraged to discuss the activities and experiences provided and the goals achieved as part of our learning outcomes. Please ask the OSHC Child Educators for more detailed information about your child's participation and activities at OSHC.

Our program will be emailed out to all parents/carers of enrolled students every Monday. This will detail our planned indoor and outdoor programming and any special activities planned, and a fortnightly menu.

OSHC preferred method of communication is email. It is parents/carers responsibility to advise OSHC staff of your email address changes and to notify us if you do not receive OSHC programs and notifications through email.

Electronic Sign In/Out

In 2019 the Australian Government introduced the requirement that all child care providers include a child's actual attendance times in family's statements of entitlement and session reports. This means that we must advise the exact time your child arrives and departs our centre, and requires us to use electronic sign in/out.

Electronic Sign In/Out for all sessions is via QikKids Kiosk Ipad, located in the Centre.

A communication/enquiries book will be placed on the sign-in desk for the use of all parents/carers. All personal and confidential information will be kept in a secure area.

Communications About Your Child

All communications about your child will be kept private and confidential. You may request &/or be invited to meet with the Co-ordinator &/or Child Educator/s at a convenient time in the OSHC room to confidentially discuss issues relating to your child/ren.

If you require information about your child, records will be made available to you upon written request.

Onsite communication with staff

When approaching staff on a casual basis during operating hours, please remember they are responsible for supervising the children in their care and may not be able to give you their undivided attention. If you wish to discuss a matter that requires some time or the undivided attention of the staff, please feel free to make an appointment outside operating hours.

Parents/carers must abide by the attached “Behaviour and Code of Conduct Policy” (Appendix 1) at all times and in all dealings with staff at Crown Street OSHC and SHNC.

Fees and Payments

Daily Fees

Before School Care - 2020	\$16.00 per session
After School Care - 2020	\$22.00 per session
One Off Registration Fee for New Families	\$25.00 at time of enrolment
Vacation Care	Costs advised upon release of program

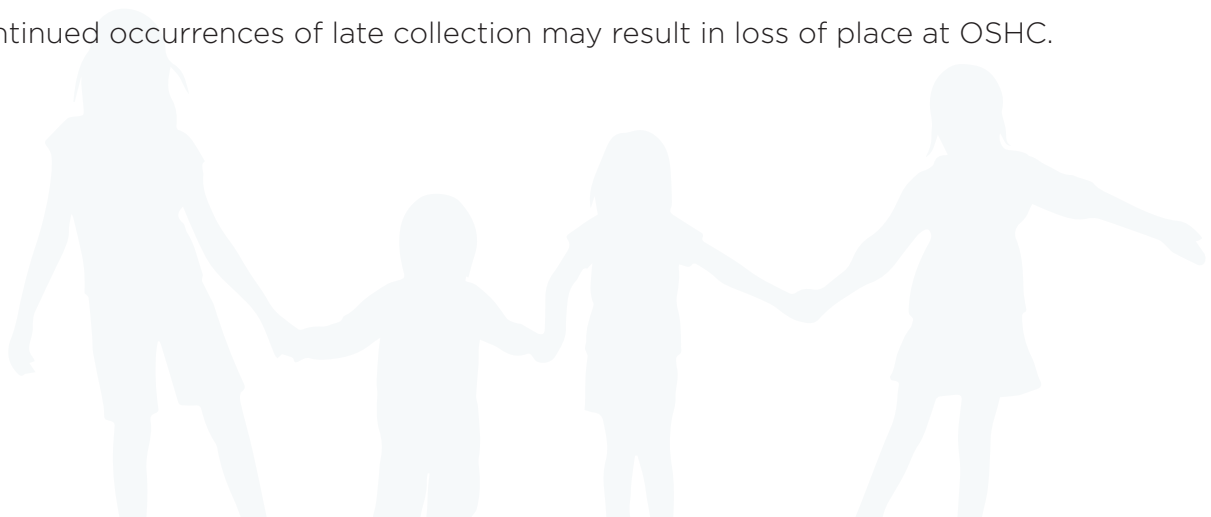
Fees are “per session” regardless of the amount of time spent at OSHC in that session.

Late Collection

Late Fee \$15.00 per 10mins or any part of after 6.00pm applies.

Parent must sign the late collection registry with the time of their arrival at the centre to allow for accurate late charges to be applied.

Continued occurrences of late collection may result in loss of place at OSHC.



Payment Procedures

Payments can be made via DIRECT DEBIT ONLY. Please complete the Payment form (Appendix 2) and email to crownstreetoshc@outlook.com or return it to the Center.

For joint bank accounts, both signatures are required.

Payment receipts will be automatically forwarded to your advised email, once a direct debit has been processed.

Absences

It is essential that you contact the centre for notification of all absences prior to 3pm of the day of your child's absence from the centre.

Each child under the Child Care Subsidy scheme (CCS) is entitled to 42 days of allowable absences per financial year whereby CCS components is paid by the Family Assistance Office (FAO). Parents/carers are still required to pay the gap fee. Absence days will show on your weekly Parent/Guardian statement.

Additional absence days may be taken provided they are for reasons specified and supporting documentation is supplied i.e. Doctor's certificate

Please be aware that you will be charged for all absences unless prior arrangements have been made with the Co-ordinator.

Non-payment of OSHC Fees

Parents are encouraged to discuss difficulties in paying fees with the OSHC Co-ordinator who will advise of suitable arrangements for payment and other avenues of support.

If no arrangements have been made regarding overdue fees SHNC will request payment immediately.

Parents whose direct debit is denied will have their child/ren's OSHC placement suspended until all fees are up to date. There is an automatic charge of AUD \$8.00 every time a direct debit transaction is dishonoured.

SHNC reserves the right to take action to recover debts owing to OSHC.

Child Care Subsidy

Child Care Subsidy (CCS) – rebate provided by the Australian Government to help you with the cost of child care

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be 13 or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

How it works:

There are three factors that will determine a family's level of Child Care Subsidy. These are:

Combined Family Income

Activity Test – the activity level of both parents

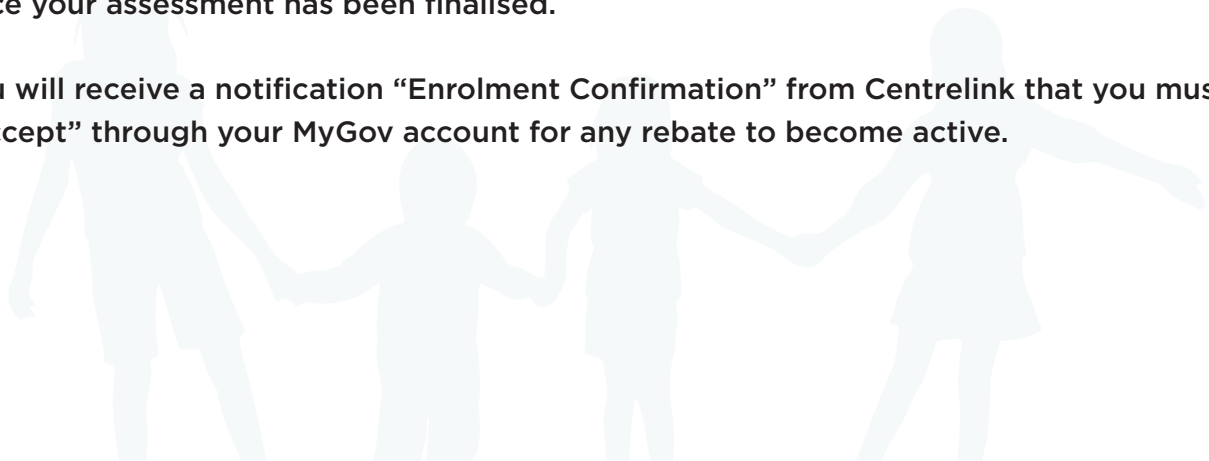
Service Type – type of child care service

The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

The new Child Care Package will also provide targeted additional fee assistance for vulnerable families through the Child Care Safety Net.

It is your responsibility to contact Centrelink on 136150 to begin the process of assessment for CCS eligibility. We are able to link into the government system, only once your assessment has been finalised.

You will receive a notification “Enrolment Confirmation” from Centrelink that you must “Accept” through your MyGov account for any rebate to become active.



Enrolment

Enrolment Procedure

Prior to attendance at OSHC, an OSHC Enrolment Form (Appendix 3) must be completed in full for each child and forwarded to the OSHC Co-ordinator.

The OSHC Co-ordinator will email to you to confirm your child/ren's place for the upcoming year. You will receive a notification "Enrolment Confirmation" from Centrelink that you must "Accept" through your MyGov account for any rebate to become active.

Enrolment Forms provide essential family and emergency contact information for each child and are required under the National Quality Framework, set out by the Early Childhood Education and Care Directorate (ECECD), for every child who attends our service.

It is the parents'/carers' responsibility to immediately notify the OSHC Co-ordinator of any changes to the emergency contact information. These records will be held in a secure location for reference by staff on a 'needs basis' only. Under normal circumstances only the Co-ordinator and child educators will have access to a family's personal information.

Note: OSHC Co-ordinator and child educators must be informed of all court orders relating to the custody of a child. The Co-ordinator and child educators must view the original court order and a certified copy of this must be kept at OSHC in the child's file.

All children must have a current enrolment form completed and handed into the centre. Any change of address or additional information must be updated to the Co-ordinator as soon as possible.

Bookings

Permanent Bookings: Parents/carers must enrol their child/ren for required days with the Co-ordinator. Please note that fees are payable for all enrolled days regardless of whether your child/ren attend or not.

To ensure a spot is allocated for your child/ren you must be enrolled to attend each of the day sessions you require. Additional requests for permanent places will be placed on a waiting list.

Casual bookings: When possible, we aim to offer a high degree of flexibility with daily casual bookings. To access this, your child must be registered. Then, on each occasion care is required, you need to contact the coordinator or onsite team and confirm a place is available.

Changes to enrolment must be made in writing and sent via email, addressed to the Co-ordinator and left with staff at OSHC or the SHNC office. **Please note that verbal advice of changes will not be accepted.**

If care is no longer required for your child/ren, an email with exit date must be forwarded to the Co-ordinator, at least 2 weeks prior to your exit. Crown Street OSHC provided by SHNC will continue to direct debit your account, unless this information is provided. Email your request to crownstreetoshc@outlook.com

Note: If you are taking an extended leave from OSHC, please notify us as soon as possible. We can fill in your place for the duration of your absence from the waiting list, at no cost to you.

Priority of Access

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test set out by Centrelink
- Priority 3 – any other child

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower
- income threshold of \$45,114 for 2017-2018 or who or whose partner is on income support

- families from a non-English speaking background
- socially isolated families
- single parent families.

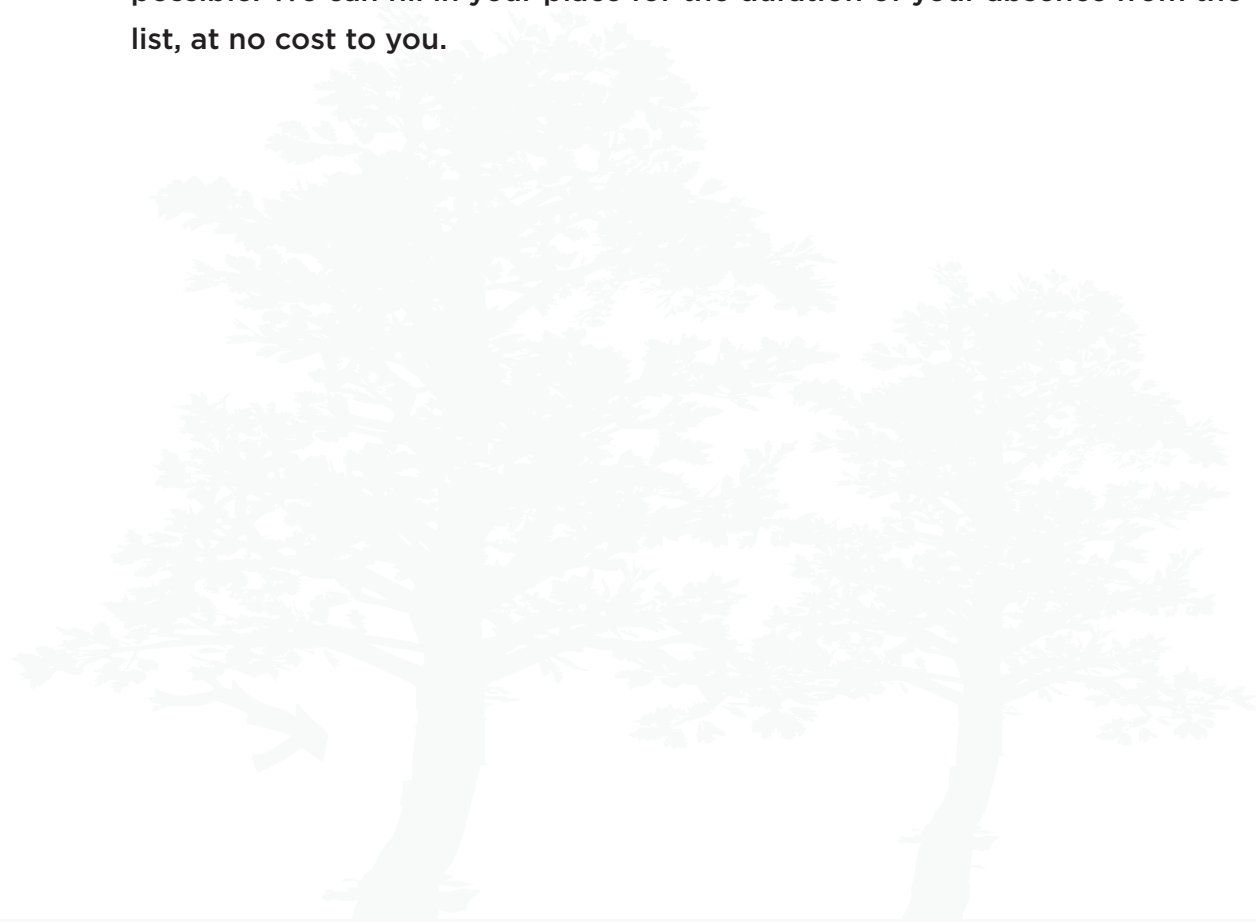
Under the Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service can only do so if:

- the person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy, and
- the service gives the person at least 14 days' notice of the requirement for the child to vacate the service

Availability & Waitlist

We currently are able to offer casual spots in Before & After School Care every day. Please get in touch with staff members to book a casual spot.

Note: If you are taking an extended leave from OSHC, please notify us as soon as possible. We can fill in your place for the duration of your absence from the waiting list, at no cost to you.



OSHC Daily Routine and Activities

OSHC Program

The OSHC Program is designed to provide a range of age appropriate indoor and outdoor activities that are safe, fun and stimulating. Activities include art and craft, cooking, play, games, homework and sports. While children are given a choice of, and encouragement to participate in the range of activities offered, activities are not mandatory.

Our general program includes activities such as

- Art& craft
- Indoor and outdoor play
- Long term, interest based projects
- Music and movement
- Cooking
- Creativity and imagination
- Rest and relaxation
- Respect, inclusion and community involvement
- Individual and group based activities
- Free play
- Visiting performers/educational programs
- Breakfast and afternoon tea

We also provide special programs such as our innovative swim school program, Kung Fu and work with our local library to deliver amazing opportunities in coding and robotics.

Excursion Permission Slips

General Local Excursion permission slip can be found at the end of this Handbook. See Appendix 4. Individual permission slips for special activities will be sent via email as required.

Sun Safety Policy

OSHC is a NO Hat / NO Play centre. A hat is required for all outdoor activities. A child cannot participate in outside play without his/her hat. It is the responsibility of the parent/carer to ensure the child has a suitable hat at all times.

OSHC does supply sunscreen, however we advise parents/carers to pack their own sunscreen for their child if they have any skin allergies.

Homework

In 2020 we will continue with our Homework club each Monday 4-4.45pm.

If you would like your child to partake in this activity, please complete the homework permission form (Appendix 5) and return to one of OSHC staff members.

Please note – whilst we will make every effort to encourage your child to work on their homework, we cannot force the issue.

If your child does not attend on a Monday, but you would like us to allocate some space/time for them to do their homework, please let the Co-ordinator know, and we will aim to assist.

Mobile Devices Use

MOBILE PHONES, IPADS AND PERSONAL TABLETS ARE NOT PERMITTED FOR USE BY CHILD/REN FOR ANY REASON DURING OUT OF HOURS SCHOOL CARE. NO EXCEPTIONS.

OSHC Menu

Children will be provided with nutritional snacks when attending OSHC. A menu is displayed in the OSHC room.

We provide sandwiches, crackers, vegetable sticks, pizza, pasta, noodles, muffins, yogurt, fruit and water. On hot days fruit based ice-blocks may be provided.

Food will be provided with respect to the cultural and religious requirements and with food allergies taken into account.

Please note that the snacks provided are meant to supplement & not replace a healthy lunch.

Please note, we encourage children to eat afternoon tea, and we cannot make individual meals for every child. If you feel your child is unlikely to eat the food on offer, please pack an additional afternoon snack, or speak to staff about leaving food for your child with our centre.

NB: As children with anaphylaxis food allergies attend this centre it is absolutely essential that all parents/carers ensure there are no egg, nut or seafood products in their child's lunchbox when they attend OSHC.

Drop Off and Pick Up

Electronic Sign In & Out

Signing in or out of the Centre will be via the electronic QikKids Kiosk Ipad, located in the centre. A communication/enquiries book will be placed on the sign-in desk for the use of all parents/carers.

Parents must sign their children out of each OSHC session. If you do not sign your child out after each session, your child care rebate/benefit can be stopped by the government in the case of an audit.

It is a government regulation that authorised parents/carers sign their child/children out at the end of their daily care.

Signing out of children is a mandatory requirement for the safety of the children & for insurance purposes and is essential to the effective running of OSHC.

Children must be accounted for at all times. The safety & wellbeing of all children in the care of OSHC is of foremost consideration.

Late Collection of Children

If you have not collected your child by 6.00 p.m. the Child Educator will begin to contact parents, guardians and emergency contacts. If alternative arrangements have not been communicated to the Child Educator by 6.30 p.m. they will contact the relevant authorities for further advice and action e.g. Police, Child Protection.

NOTE: It is important to keep all contact telephone numbers up to date in case of an emergency.

Please note also that a late pick up fee of \$15.00 per 10 minutes or any part of, will be charged and included on your fees account.

Collection by Another Person

You must contact the Child Educators to advise them if you cannot collect your child and have arranged for someone else to collect them. You will need to provide the name and description of the person, along with a contact number, if this person has not previously been listed by you as an "Emergency Contact". The person will also need to show photo identification before the child can be released into their care.

Under regulation 157, the center reserves the right to refuse authorisation to any person (including enrolling parents) attempting to pick up a child if the center considers that person to be in a condition that impairs his/her capacity to supervise the child once they leave the center. This includes:

- Persons affected by alcohol or drugs (including prescription medication)
- Persons who pose a risk to the safety of the children and staff of the education and care service
- Persons who are prohibited by a court order from having contact with the child

Health and Safety

Medication Requirements

Medication will only be administered to a child if it is a PRESCRIBED ORAL MEDICATION (excluding EPI or ANAPEN) and all of the following are provided to OSHC staff by the parent/carer. This is also dependent upon agreement of the OSHC service and SHNC.

1. Medication is in its original package with a pharmacist label that clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.
2. A Medicine Administration form is completed by the parent/carer (Appendix 6)
3. If a child attending the Centre suffers from a medical condition that may require first aid treatment, e.g. severe allergy, anaphylaxis, asthma, diabetes, epilepsy or other, please **provide a copy of the record and the Management Action Plan from your doctor.**
4. **No child who has been prescribed an adrenaline auto-injection device such as an EpiPen or asthma medication such as puffer & spacer device is permitted to attend without that device.**
5. Educators are unable to administer the healing tonics without consent from a registered practitioner.

For Asthma, Diabetes, Anaphylaxis or other ongoing medical conditions, the appropriate action plan must be given to the Centre and signed off by the child's doctor and parent/carer.

Anaphylaxis or Asthma medication must be provided by parents/carers to OSHC staff and be available onsite at all times when the affected child is in OSHC care.

First Aid

First aid will be administered to any child who requires assistance. A staff member with first aid qualifications is present at each day session. An incident, injury, trauma and illness record will be completed by staff and given to the parent/carer to sign off.

Panadol or other analgesics will not be administered by staff to any child at any time.

Emergencies

OSHC is committed to the safety of all children and staff.

In the event of a localised fire or emergency all staff members are required to check and vacate the kitchen, OSHC room, toilets and playground, then assemble the children at the 'Safe Zone' at School and check the roll. If it is then considered that childcare can no longer be provided safely, parents will be contacted and asked to collect their children.

In an emergency, every effort will be made to continue to provide OSHC but only if this can be done safely.

Work, Health & Safety (WH&S)

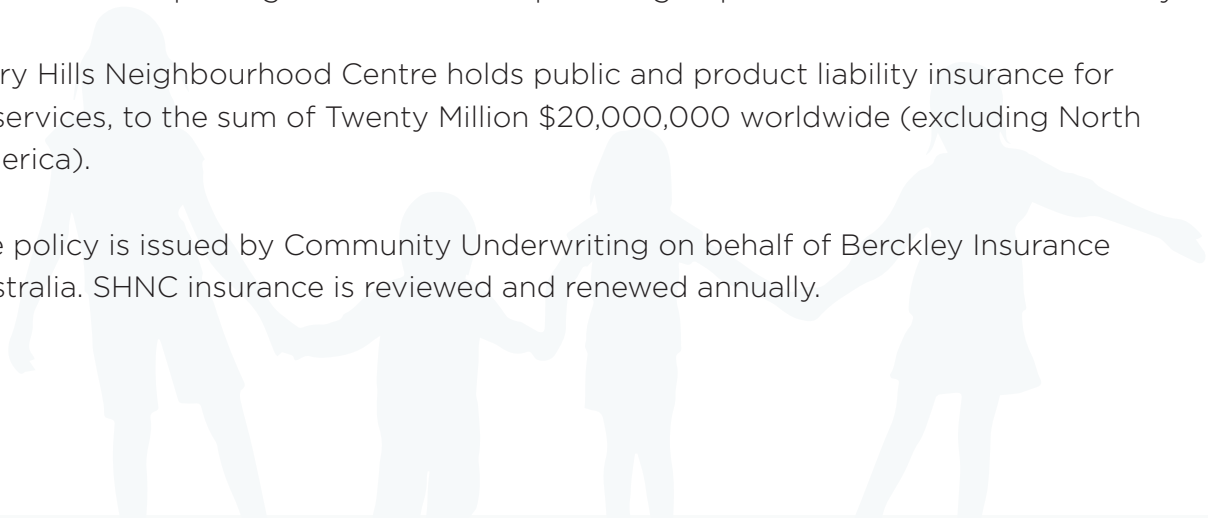
All OSHC activities are scrutinised and recorded on a 'Risk Minimisation Plan' prior to implementation to ensure safety and compliance for both children and educators. Topics of WH&S, uninvited visitors, emergency evacuation and others are covered in the plans. Each individual plan is available for inspection upon request.

Staff make regular WH&S checks regarding the OSHC and respond to safety needs promptly.

Children are required go to the toilets in pairs or groups to further ensure their safety.

Surry Hills Neighbourhood Centre holds public and product liability insurance for all services, to the sum of Twenty Million \$20,000,000 worldwide (excluding North America).

The policy is issued by Community Underwriting on behalf of Berckley Insurance Australia. SHNC insurance is reviewed and renewed annually.



Hygiene

Hygiene and safe food handling are fundamental to us. We ensure all operational practises are within the required compliances & guidelines and promote hygiene practices to the children at all times.

All children are asked to wash their hands, with soap, at the start of each afternoon session and before handling any food.

Illness and Medical Emergencies

Infections and illnesses may be spread amongst staff and children in the child care environment. Children may only attend OSHC when well enough to do so. The OSHC service operates under & adheres to the SHNC exclusion policies.

If a child becomes ill while attending OSHC, the staff have the responsibility to isolate them from other children pending medical advice. The Child Educator will contact the parent/carer to inform them.

Occasionally parents may be contacted to collect their child, due to illness. Parents/carers must collect their child within 1 hour of being contacted by the Child Educator if they are too ill to remain at OSHC. If the Child Educator is unable to contact the parents/carers or nominated emergency contact, and the child requires professional medical treatment, the Child Educator will seek medical advice and contact the Co-ordinator.

An ambulance will be called in the event of any situation where urgent medical treatment is required.

Incident, injury, trauma and illness reporting

OSHC's Incident, injury, trauma and illness Report Policy and Procedure are designed to ensure:

- Accidents, incidents and hazards are reported to parents and Management of SHNC on the day they occur.
- The Reporting is consistent and compliant with the relevant Acts and Legislations.

Accidents, incidents and hazards that require a written report include those that result in bleeding, bumps to the head, bone breakages or needing a cold-compress to be applied. Incidents resulting in grazes and small marks are considered a basic injury and may be verbally reported to parents on arrival for collection of the child/ren.

Should an incident require documenting, an incident, injury, trauma and illness record/report will be completed by staff and the parent/carer will be required to sign it upon collection of the child. A copy will be given to the parent/carer and a copy kept on file.

Serious Incident

- If a child is involved in a serious incident, the Regulatory Authority will be notified by telephone within 24 hours of the serious incident or the time that the educator becomes aware of the incident, followed by written notification as soon as practicable.
- If a child is involved in a serious incident, the parents or guardians of that child will be notified as soon as practicable of the incident or occurrence.

Emergency Evacuation Policy and Procedure

OSHC has an Emergency Evacuation Policy and Procedure that is clearly displayed in the OSHC room. An evacuation drill will be carried out at least once a term.



Discipline and Behaviour Management

Welfare and Safety

All children are expected to behave in a way consistent with Crown Street Public School's student policy and the OSHC Behaviour policy (available on request from OSHC Staff).

A child will be removed from an activity where the child behaves in a way which constitutes a danger or offence to the physical or emotional health of themselves, other child/ren &/or OSHC staff; &/or consistently and deliberately fails to comply with direction &/or requests from OSHC staff.

If over a period of time a child's behaviour warrants constant special attention, the Co-ordinator in consultation with the School Principal and class teacher, the child's parents/carer and the child (if appropriate), will develop strategies to improve the child's behaviour. This consultation may also include an independent support facilitator from a childcare network.

A Behaviour Support Plan may be developed & agreed upon and a length of time specified to monitor and report on the plan's implementation.

Following this where the child's behaviour continues to be unacceptable, an additional meeting will take place to consider whether the child/ren can continue attendance at OSHC.

Behaviour Management

The Surry Hills Neighbourhood Centre OSHC is committed to providing a healthy and safe environment and does not tolerate any forms of aggression, violence, intimidation, bullying and harassment.

The service's approach to behaviour guidance and management is outlined in SHNC operational policies and procedures: CH 03. Children's Behaviour Guidance, CH 19. Providing a Child Safe Environment, CH 24. Dealing with Aggressive Behaviour by Children. All families can access these policies upon request.

The parents/carers will be notified via Behaviour Incident Form (Appendix 7) of any behaviour by children which compromises the physical and/or emotional health and wellbeing of any other student, staff member, visitor or themselves.

Child Educators will discuss the behaviour with the student, attempting to ascertain underlying reasons and whether they can be addressed.

Repeated incidences of inappropriate behaviour will be managed according to the policies outlined above.

Please note: Where students pose a threat or harm to themselves or others, they might be excluded from the service and their enrolment suspended pending review by the SHNC Management.

Confidentiality

All information about children, parents, families and staff is private and confidential and will not be disclosed to unauthorised persons under any circumstance. Information may only be discussed in appropriate forums and on a 'need to know' basis. All records and personal information is stored securely.

Grievances and Complaints

OSHC & SHNC invites information and feedback from service users that will enable us to improve the quality of our services. All service user grievances and complaints will be dealt with confidentially in a fair and prompt manner.

Please discuss any concerns you have with the Child Educator or OSHC Coordinator who will provide you with a copy of SHNC's grievance and complaints policy and procedures upon request.

Lost Property

All items of school clothing and personal belongings left behind after each OSHC session will be placed in the school's 'Lost Property Box'. Please check for missing clothing before leaving each day.

OSHC takes no responsibility for personal property. At the end of each school week, all items not collected will be taken up to the schools lost property box, inside the red doors.

Photography

OSHC staff use photographs of the children in collages to demonstrate activities undertaken and form an historical record of our service. This is a reporting compliance requirement for the legislative authorities.

Parents/carers are asked to indicate on the Enrolment Agreement Form whether they will allow OSHC staff photographs of their child/ren to be taken and complete the permission slip.

No other person is permitted to take photographs of any child within the OSHC precinct without written authority from parent/carers.

OSHC service does not engage in ANY social media platforms without permission from parents/carers.

We believe that any use of social media must not place at risk the safety, health or wellbeing of children, educators, families or visitors at the service. This policy related strongly to the broader SHNC policy. SHNC Social Media Policy is available on request.

Particular excursions and/or events may involve requesting additional permission to publish photographs of children. In these cases media release forms will be provided in each circumstance.

Joint Custody of Children

In situations where there are parents with joint custody arrangements, each parent seeking to make use of the OSHC services will be required to have an individual contract with the OSHC service.

Failure to abide by the OSHC policies and procedures may result in a parent being excluded from accessing the service.

We hope both you and your child will enjoy their time with us here at Crown Street Out of School Hours Care!

If you have any questions, please forward them to the coordinator or an onsite educator.

Appendixes

Appendix 1: Behaviour and Code of Conduct Policy

Appendix 2: Payment Form

Appendix 3: Enrolment Agreement

Appendix 4: Authorisation to Attend Local Excursions 2020

Appendix 5: Homework Slip

Appendix 6: Medication Record

Appendix 7: Behaviour Incident Form



Appendix 1

Behaviour and Code of Conduct Policy

SHNC & OSHC clearly states its expectations in terms of behaviour in order that members, staff and volunteers and clients will understand their boundaries and manage their behaviour and personal responses to people and situations.

SHNC & OSHC does not tolerate any form of discrimination and will ensure all people are treated fairly – regardless of their gender, race, ability, sexual orientation, gender identity, marital, relationship or parental status, age, pregnancy, breastfeeding needs, medical condition, religious belief or political beliefs or trade union activity.

SHNC & OSHC is committed to a healthy and safe workplace and does not tolerate any forms of intimidation, bullying and harassment.

November 2019



Direct Debit Request - Authorisation Form

Customer Details

First Name:	<input type="text"/>	Surname:	<input type="text"/>
Phone:	<input type="text"/>	Mobile:	<input type="text"/>
Date of Birth:	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>		
Address:	<input type="text"/>		
Suburb:	<input type="text"/>	State:	<input type="text"/>
		Postcode:	<input type="text"/>
Email Address:	<input type="text"/>		


Select from the Following

<input type="checkbox"/> New Account	<input type="checkbox"/> Change Debit Limit	<input type="checkbox"/> Change Account Details
--------------------------------------	---	---

Payment Details

Payment Limit Amount:	<input type="text"/>	<i>This is the maximum amount to deduct at each centre where a balance occurs</i>		
	<small>\$0.00 or Blank = No Limit</small>			
Surcharge:	Visa/MasterCard: <input type="text"/> 2.35%	AMEX: <input type="text"/> 4.40%	Bank Account: <input type="text"/> \$0.88	Admin Fee: <input type="text"/> \$2.20 once off
Payment frequency:	<input type="checkbox"/> Weekly <small>(default)</small>	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> 4-Weekly	Day of the week: <input type="text"/>
	<input type="checkbox"/> Monthly			Day of the month: <input type="text"/>
First Payment Date:	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	Reversal Fee:	<input type="text"/> \$14.95	

Direct Debit from Bank Account, Building Society Or Credit Union

Details of the Account to be debited (All Details must be supplied):			I/We authorise Debitsuccess Pty Ltd, ABN 095 551 581, APCA User ID Number 518466 to debit my/our account at the Financial Institution identified here through the Bulk Electronic Clearing System (BECS).
Account Name:	<input type="text"/>		
BSB Number:	<input type="text"/>		
Account Number:	<input type="text"/>		

Credit Card

Please charge my payments to my:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> AMEX
Card number:	<input type="text"/>		
Expiry Date:	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	Name on Card:	<input type="text"/>

Signature

This Authorisation is to remain in force in accordance with the Terms and Conditions on this Direct Debit Request, the provided DDR Service Agreement, and I/we have read and understood the same.

Authorising Signature (s)	Date
<input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>



ABN 32 095 551 581
APCA ID 518466 | AFSL 338256

Terms and Conditions

DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 518466 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

RELATIONSHIP

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

CLEARED FUNDS

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by, and at all times on, the due date of the payment ("Day to Debit") to enable the direct debit to be honoured on the Day to Debit. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available when the debit is attempted, I/we agree that I/we will be responsible for any fees and charges that may be charged by my/our Financial Institution.

VARIATIONS TO DEBIT TERMS

I/We authorise the Business to vary the amount of the payments from time to time if provided for within my/our agreement with the Business. I/We authorise Debitsuccess to vary the amount of the payments upon instructions from the Business, and where such instructions from the Business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the debit amount.

I/We acknowledge that Debitsuccess/Business is to provide 14 days' notice if proposing to vary the terms of the debit arrangements otherwise than as provided for herein.

I/We acknowledge that my/our requests to vary, defer or stop the debit arrangement must be directed to the Business.

CANCELLING THESE DEBIT TERMS

I/We understand that I/we are able to cancel this DDR by requesting this of the Business or my/our Financial Institution, and I/we acknowledge that cancellation of the authority to debit my/our account will not terminate my/our agreement with the Business or remove my/our liability to make the payments I/we have agreed to.

NON WORKING DAY

When the day to debit falls on a weekend or public holiday the debit will be initiated on the next working day.

DISHONoured PAYMENTS

I/We acknowledge that:

- (a) if a debit is returned by my/our Financial Institution as unpaid, I/we will be responsible for any Debitsuccess fees and charges (currently up to \$14.95 for each unsuccessful debit), in addition to any Financial Institution charges and collection fees (including, but not limited to, any fees of solicitors and collection agents appointed by Debitsuccess); and
- (b) Debitsuccess may attempt to re-process any unsuccessful payments as advised by the Business and/or add such unsuccessful payment to any future payments.

ACCURACY OF INFORMATION

I/We acknowledge that it is my/our responsibility to ensure that the details entered on the DDR Authorisation Form are correct and that Debitsuccess is not liable to the extent that any such details are wrong and this causes a required payment to be missed. In addition, where I/we are paying the required payments by credit card and have entered the details of the credit card on the DDR Authorisation Form, I/we agree that Debitsuccess may continue to debit from the credit card in accordance with the terms of this Agreement to the extent that the credit card has expired, and that it is wholly my/our responsibility to provide details of any replacement credit card to Debitsuccess via the Business.

DISPUTES

I/We acknowledge that any disputes regarding debit payments will be directed to the Business. If no resolution is forthcoming, I/we understand that I/we are to direct any such dispute to my/our Financial Institution.

OTHER AUTHORISATIONS

I/We authorise:

- (a) The Debitsuccess to verify details of my/our account with my/our Financial Institution; and
- (b) The Financial Institution to release information allowing Debitsuccess to verify my/our account details.

INFORMATION SECURITY

Debitsuccess agrees that it will make reasonable efforts to keep your information contained in the DDR (including account details) and any other information that we have about you confidential and secure, and will ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

Debitsuccess will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this Agreement (including disclosing information in connection with any query or claim).

Should you have any queries in relation to these terms and conditions contact

Debitsuccess Pty Ltd.
PO BOX 5567, Stafford Heights QLD 4053
Phone: 1800 956 959
E-mail: qkclients@debitsuccess.com

Appendix 3

Enrolment Agreement

Please read through the following carefully, sign and return to Crown Street Out of School Hours Care staff.

1. I/We understand that in case of sudden illness or an accident, the Coordinator, Staff or Management of SHNC, as agents for the parents/carers, shall have discretionary power to seek and provide immediate medical attention, and that any costs incurred will be borne by us the parents/guardians. I/We understand that I/we will be contacted as soon as possible. I/we also give permission for the child/ren to be transported from the service, if required for medical attention or treatment.
2. I/We agree to keep my child/ren at home when suffering from a heavy cold or other infectious illness likely to affect the health of other children and/or staff.
3. I we understand that any problematic or inappropriate behaviour by my child may result in a warning, and may eventually lead to suspension as per the SHNC policy manual.
4. I/We give permission for my child/ren to participate in the SHNC OSHC program held at the centre, which may include watching PG movies/videos or games consoles.
5. I/we agree to notify the Co-ordinator promptly of any permanent booking absences in writing.
6. I/we will ensure that my/our child/ren are collected from the service by a responsible person, who is nominated on the enrolment form, before the official closing time and signed out in the appropriate register. Should I/we be late collecting my child/ren I/we agree to pay the "Late Collection Fee" as advised in Fees and Payments, in this document?
7. I/we will make every effort to inform the Co-ordinator or OSHC Staff of changes in my enrolment especially in regard to persons other than those recorded, with regard to collecting my child.
8. I/we understand that fees must be paid by direct debit, on a fortnightly basis. I/ we understand that fees will be payable at all times, including absence of my child for sickness, holidays or any other reason unless approved and arrangements are made to the contrary. I/we understand that if fees are not paid, my child's continued enrolment in the OSHC program cannot be guaranteed.
9. I/we give permission for SHNC to consult with school staff and specialist agencies if required, regarding Behaviour Management issues, in order to provide consistency and the best possible management of my child/ren
10. **I/we give permission for SHNC to photograph, document and display photos of my child/ren in OSHC centre. I/we understand that particular excursions and events may involve a request to publish photographs and that in each circumstance a media release form will be provided.**

11. I/we agree to cooperate in all the things to the best of my/our ability. I/we have visited the OSHC service or discussed with the Co-ordinator the enrolment of my child and I/we understand the importance of family cooperation and agree to participate whenever possible in the activities of the OSHC

Name:

Name of Child/ren:

Date:

Signature:

Email:

Mobile contact:



Appendix 4

Authorisation to Attend Local Excursions 2020

Throughout the 2020 calendar year, the SHNC Out of School Hours Care (Crown Street) Program requires an ongoing authorisation for your child/ren to be accompanied outside the centre to the following locations for the purpose of emergency evacuations, local excursion activities and programmed experiences.

An email advising an offsite excursion will be sent out prior to any excursion, and it will also be reflected in our fortnightly program.

Unless otherwise informed, children will return to the centre by at least 5.30pm following a visit to any of the listed locations.

The children will be adequately supervised at all times according to a ratio allowance of 1 educator: 15 children. To ensure the children's safety, we have carried out risk assessments for all locations and these are available to families upon request.

I _____ give permission for my child/ren to leave the centre under the supervision of SHNC Out of School Hours Care (Crown St) staff to participate in a local excursion and supervised activities at the following locations:

Shannon Reserve

Location: Crown Street Surry Hills NSW 2010

Activity Description: Sporting and recreational

Transport: On foot from Crown Street Public School

Surry Hills Library

Location: 405 Crown Street, Surry Hills NSW 2010

Activity Description: Reading, craft and book borrowing

Transport: On foot from Crown Street Public School

Ward Park

Location: Marlborough St (cnr Devonshire St) Surry Hills NSW 2010

Activity Description: Sporting, planned activities and end of term parties

Transport: On foot from Crown Street Public School

Parent's Name:

Parent's Signature:

Date:

Appendix 5

Homework Slip

Dear Parents and Carers,

SHNC Out of School Hours Care (Crown Street), sets aside 45 mins for homework every Monday afternoon and also additional time if requested, during the week, to encourage children to get an early start on their homework, and take advantage of the group dynamic, for study.

If you would like your child/children to do their homework at the Centre, please fill out the bottom slip & return to the staff members or send back by return email at crownstreetoshc@outlook.com

Whilst we cannot enforce children to do their homework, the best thing we can do is to work together to encourage the children to get a start on their homework first, and hopefully lessen the stress on both families and children.

I _____ [your name] would like my child/children

_____ [your child's/children's name(s)] to do his/her homework at the Centre.

_____ Date: ____/____/____

Parent/Carer Signature

Kind regards

Appendix 6 Medication Record

Child's name: _____ Date of Birth: _____

To be completed by the parent/guardian

Name of medication	Last administered		To be administered (or circumstances to be administered)		Dosage to be administered	Method of administered	Signature of parent/guardian
	Time	Date	Time	Date			

To be completed by the educator when administered

Medication administered		Dosage administration	Method of administration	Name of educator administering	Signature of educator administering	Name of witness	Signature of witness
Time	Date						

Appendix 7

Behaviour Incident Form

Educator making report:

Student/s involved:

Witnesses:

Time and Date:

Location:

Behaviour

- Physical contact/aggression
- Continued disrespect/defiance to educators
- Inappropriate language
- Repeated disregard instruction/expectations
- Bullying/harassment/exclusion/discrimination
- Inappropriate behaviour
- Absconding from area
- Inappropriate use of technology i.e mobile phones/computers

Additional information:

Strategies/action taken by educator

- Time out, within setting, for reflection
- Student removed from setting and redirected to another setting
- Discussed with parent/carer
- First written warning of suspension
- Second written warning of suspension

Parent signature:

Date:

Third written warning and start of suspension period

Begin date:

End date:



405 Crown St, Surry Hills NSW 2010
(02) 9356 4977
shnc.org