MAWSON LAKES OUT of SCHOOL HOURS CARE (OSHC)

MANUAL

Version – Final 1.8

VERSION CONTROL

Version	Date	Author	Comments
DraftV1.0	17/6/2012	M Arbon	Draft went to OSCH Committee for feedback (update of Director Role)
Draft2.0	13/8/2012	M Arbon	Draft went to GC for Feedback and Approval (update of Principal Role)
Final1.0	28/10/2012	M Arbon	Final version after Feedback from GC (update Version Control)
Fina1.1	26/11/2013	M Arbon and C Sapwell	Revision made due to change in debt collection and cancellation policy
Final 1.2	23/7/14	C Sapwell B Dams	Added budgetary requirements
Final 1.3	4/9/14	C Sapwell B. Dams	Added Director's Service Report Requirements Payment of Additional Requirements
Final 1.4	10/6/15	C. Sapwell	Insurance Policy Renewal Added two policies: -Payroll Policy -Staff Uniform Policy
Final 1.5	4/9/15	C. Sapwell	*Added insurance details *Added credit card information *Removal of Director financial delegation line .*Removal of "Payroll Policy" *Fee review *Staff annual wage review
Final 1.6	17/10/16	C. Sapwell	Revision made due to change in cancellation policy
Final 1.7	12/12/18	C. Sapwell	*DECD changed to DfE throughout document *Child Care Benefits (CCB) changed to Child Care Subsidy (CCS) throughout.
Final 1.8	8/10/20	C. Sapwell	* Updated list of policies at end of document

- Governing Council will approve all version change where there is major context change i.e. process or delegation (Version 1.0 to Version 2.0)
- Governing Council delegates all minor changes to the OSHC Committee to ensure the handbook is maintained i.e. (Version 1.1 to Version 1.2)

CONTENTS

Introduction to Out of School Hours Care

Out of School Hours Care, hereafter called (OSHC) provide quality care and recreational activities specifically for primary school children (from five up to 13 years of age) in a relaxed and safe environment.

OSHC services may provide care during some or all of the following periods:

- Before school,
- After school,
- Pupil free days and
- School holidays.

OSHC services offer a range of appropriate activities and experiences that encourage children to interact with friends, learn life skills, solve problems, practice social skills, try new experiences and feel happy, safe and relaxed. Activities and experiences include games, art and craft, sport, music and movement, cooking, reading, drama, science, homework, computer games and excursions.

There are national standards that have to be met by all OSHC operators in Australia. In January 2012 a National Quality standard was introduced.

The national standards include:

- Educational Program & Practice
- Children's Health & Safety
- Physical Environment
- Staffing Arrangements
- Relationships with Children
- Collaborative Partnerships with Families & Communities
- Governance and Leadership

To assist OSHC services in South Australia to meet these requirements, Department for Education, hereafter called (DfE) in 1998 published the OSHC Resource Folder, containing a list of policies in various formats to enable services to download the policies and customise them to meet their needs. However, since that time some of the sample policies and procedures provided in that folder have been overtaken by the OSHC Quality Assurance system, new legislation, and changes in other policies and procedures. For more information on National Standards for Out of School Hours Care refer to http://acecqa.gov.au/

DfE Governing Council as Operator

In the scenario the OSHC service is operated by the Schools Governing Council the relationship is as follows.
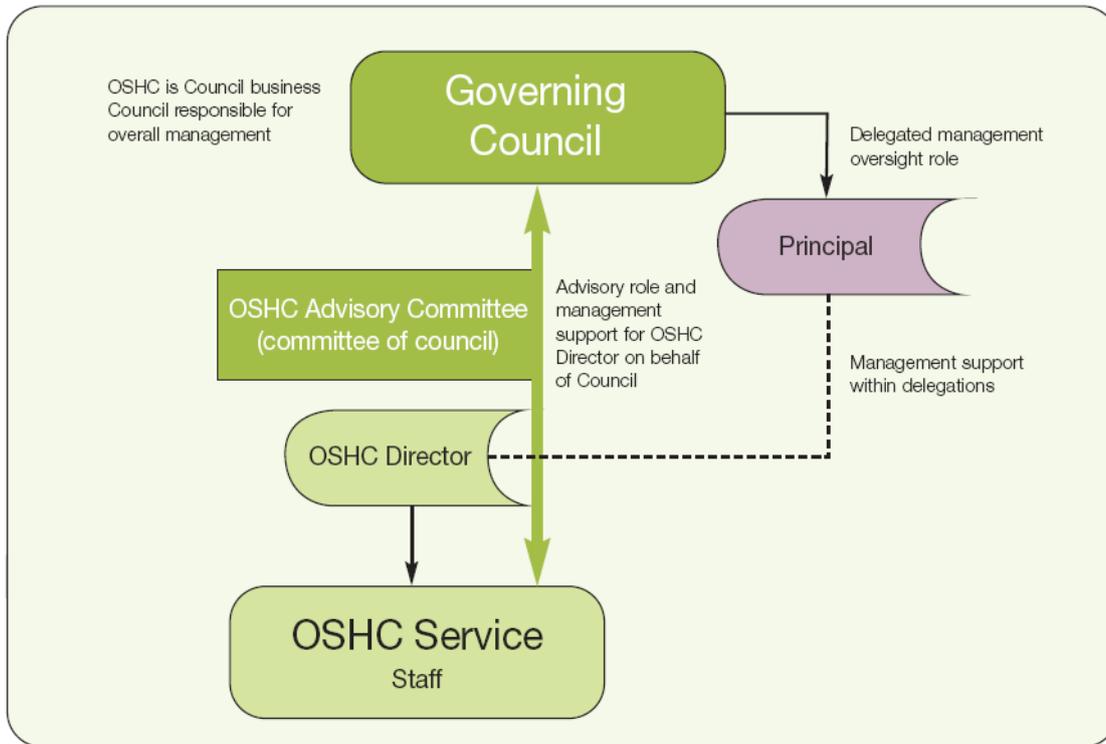
Source: DECS Governance Unit, Learning Resources and Services

Relationship Diagram:

- The OSHC service is a Governing Council business. There is a direct relationship in management and employment.
- The Principal is delegated with site responsibilities, which include oversight of the OSHC service.
- The OSHC Director should be appointed by the Governing Council and supported by the Principal to operate relatively autonomously, given the hours of operation of OSHC.
- The OSHC Advisory Committee is a committee of council, which supports the OSHC Director and reports to council.

Governing Council Role and Responsibilities

"Governance"
A Model of Governing/School Council Roles
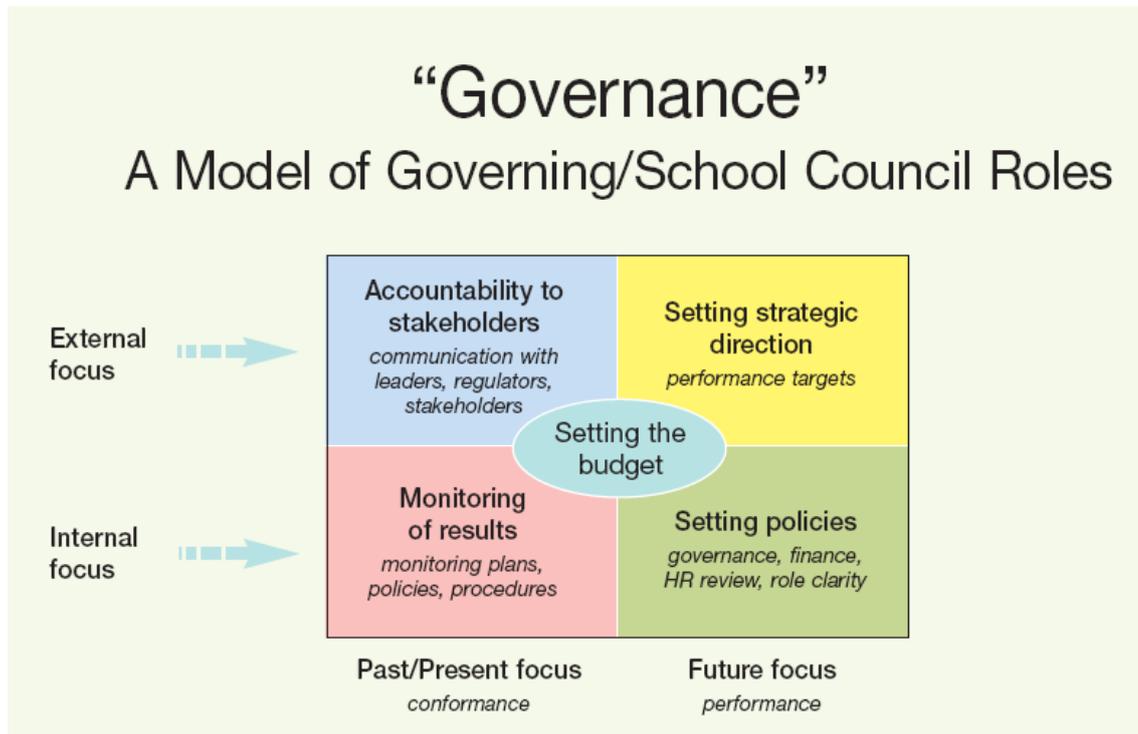
Where an OSHC service is operated by a DfE Governing Council, the council is the legal operator of the service. The council has the legal liability and accountability for the OSHC service, including any outreach service operating at another site.

The role of the council is to:

- meet relevant Australian standards and legislation
- ensure that the quality of care being offered is in keeping with the values, principles and policies of the school, council, community and the DfE
- The council must comply with:
    - Legal responsibilities of operating a service as described in the *Australian Government Child Care Service Handbook*
    - Australian and/or State Government legislation, policy, regulations, standards and guidelines including OSHC Quality Assurance and the DECD *Administrative Instructions and Guidelines* (AIG's)
    - Conditions of funding and/or operational agreements entered into with any government or agency.

Training and Development needs of members

- Council will ensure that ongoing professional development and training is provided to ensure that the council, advisory committee and OSHC staff members understand and are able to meet their obligations under relevant legislation
- Council may invite professionals to attend council meetings to discuss particular issues, or professionals may be given short-term membership for a particular period
- Council will identify any areas where council members need training or resources to enhance their skills and participation in council tasks
- The committee may make an annual allowance in the service's budget for committee training.

The Governing Council must ensure that:

Management
- An OSHC advisory committee of council is established that includes the principal or his/her nominee, the OSHC director, another member of council, parent users of the OSHC service and OSHC staff member/s
- The OSHC advisory committee will undertake the responsibilities of planning, reviewing, evaluating, reporting and making recommendations to each council meeting through a nominated liaison person
- The OSHC advisory committee and staff maintain school property in a clean and sound condition, and make good any damage caused specifically by the service.

Delegations
- Council will negotiate a written 'Instrument of Delegation' with the principal, regarding the extent of the principal's responsibilities with the OSHC service
- Council will negotiate a written 'Instrument of Delegation' with the OSHC Director, regarding the extent of the OSHC Director's responsibilities with the OSHC service
- Council will clearly define a written 'Instrument of Delegation' to the OSHC advisory committee, regarding the extent of the committee's responsibilities with the OSHC service
- Council will clearly define the level of delegations to the principal and OSHC director regarding staffing, staff hours and financial delegations.

Staffing

The Governing Council is the employer of OSHC staff. The council must have processes for recruiting, managing and supporting staff and for ensuring regular payments to staff, including during school holiday periods. The council may delegate the authority to hire additional staff (short term) or dismiss an OSHC Employee to the OSHC Director.

Council has the same employment obligations as any other employer in relation to their staff:
- Merit based selection and recruitment
- Provision of contracts of employment for all staff
- Payment according to the Child Care Award 2010
- Appropriate, regular and timely remuneration for all staff
- Long Service Leave
- Superannuation
- Occupational Health, Safety and Welfare
- Legal obligations and responsibilities
- Police checks/DCSI clearances, where required to meet state legislation for pre-existing and new staff
- Duty of care
- Staff induction
- Staff uniforms (see *Policy Statement on Staff Uniforms*)
- Training and professional development
- Performance management and appraisal of staff

Communication
- Strategies are developed to inform families of how the OSHC service meets legislated requirements
- Site signage, context statements, annual reports, OSHC Committee reports and strategic planning documents are tools of communication of the OSHC service.

Complaints and Grievances

- A policy and procedures on dealing with complaints and grievances are developed and implemented as required
- All council members are informed of the policy and procedures to follow should conflict arise and if they cannot resolve an issue, they will seek the involvement of District Office staff for assistance
- Matters are not left unresolved for longer than two months
- Comprehensive records of all grievances and complaints and the processes followed, including any investigation and resolution, are documented
- Relevant people are advised of outcomes of investigations and resolutions
- Where a council member discovers a possibility of a conflict of interest in determining an outcome for the service, they will announce this at the council meeting and withdraw from further discussion or decision making in relation to that issue
- There is a process of appeal for council decisions and the appeal process is included in parent, staff, and advisory committee handbooks
- People at all levels understand the need to maintain confidentiality.

Finances, Facilities and Resources

- The service has appropriate resources such as space, equipment and operational requirements to meet legislation and standards and that will promote a quality environment for children and staff
- The needs of the service in terms of space, facilities, safety and hygiene, use of equipment/specialist areas of the school are met by the school, within the context of other priorities and in consultation with the principal
- OSHC funds are administered within the school under a separate Company
- OSHC finances are audited annually
- Financial reports showing income and expenditure against the budget are comprehensive enough to assess the financial viability of the OSHC service
- Financial reports are presented at each council meeting
- The OSHC budget includes anticipated income from all sources, proposed expenditure and details of any funds held for special purposes
- The OSHC budget and setting of fees for each operating component are ratified by the council annually
- The annual OSHC budget provides for staff professional development and training costs
- The OSHC budget and setting of fees is reviewed annually
- The OSHC service operates to remain viable. If a deficit occurs an urgent review is required. Refer to Site Financial Resources Unit telephone: 1800 671 157 http://www.decd.sa.gov.au/goldbook/

Policies and Procedures

- The policies and procedures of the service will reflect current legislation, and be developed in accordance with school policies, wherever possible, to ensure consistency for children and site staff
- Policies will reflect the agreed values and principles of the school, governing council, advisory committee, staff members, children and families
- Policies and procedures will be ratified annually by council
- Policies and procedures are regularly reviewed.

Records Management

- Council will gain access to the OSHC service records only to fulfil council responsibilities according to the relevant delegation, legislation and site policy

- All requests for access to records will be made to the OSHC Director who will determine a mutually convenient time

- Council complies with its legal duty to keep adequate records about staff

- Council protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff, members of council and the advisory committee are stored in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities or have a legal right to know.

Principal Role and Responsibilities

COUNCIL INSTRUMENT OF DELEGATION TO THE PRINCIPAL

Management

- Advise council on current management practices in the OSHC service, identify areas for further improvement and how changes can be made effectively
- Implement any Service Agreements entered into and the school's strategic plan as relevant
- Assist with the development and review of OSHC policies and procedures.

Staffing

- Provide line management support for the OSHC Director
- Undertake ongoing performance management with the OSHC Director that includes planning implementation, review and evaluation
- Approve a delegated variation in staff hours up to $1,000.00

Professional Development and Training

- Where possible ensure that OSHC staff are included in whole of school professional development and training sessions e.g. OHS&W, risk management training, Mandatory Reporting (Reporting Abuse and Neglect – RAN), First Aid and other training – which may involve using relief staff in OSHC to facilitate this
- In the case of children with additional needs using OSHC, support the OSHC Director to ensure that OSHC staff are appropriately informed and trained as necessary for working with the children e.g. using health care plans, behaviour management plans or other supports.

Communication

- Maintain effective and regular communication with the OSHC Director and the OSHC service
- Ensure the OSHC Director and OSHC staff receive information about what is happening in the school
- Ensure OSHC news and issues are communicated to other school staff, council members and the school community. Where OSHC is on site, it should be included in site signage, context statements, annual reports and strategic planning documents
- Support council with the grievances and complaints policy and procedures when required.

Finances, Facilities and Resources

- Implement and ensure sound site financial management systems that support and monitor accurate and timely OSHC service financial reports for the OSHC Director, and for the OSHC Advisory Committee and Governing Council at required meetings
- Support Governing Council and the OSHC Director with developing the budget and fees that ensure income covers all expenditure and ensure the OSHC service is viable and sustainable
- Adhere to the *Policy Statement on Payroll* to ensure that OSHC employees receive their pay and entitlements in a timely matter each fortnight.
- The Principal will have a financial delegation up to $1,000.00

Principal   **Council Chairperson**

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Date................................   Date................................

OSHC Advisory Committee Role and Responsibilities

There is an established principle within DfE that if an OSHC service is operating on a school site, the Governing Council can require an Advisory Committee consisting of parent representatives and other nominees to be established.

The council continues to have ultimate responsibility for the employment of staff, management of the service and meeting accountability requirements as the legal operator.

The role of the OSHC Advisory Committee is to:

- Assist the council in meeting relevant Australian legislation and standards
- Support and assist the Governing Council, Principal and OSHC Director to ensure that the quality of care being offered is in keeping with the values, principles and policies of the school, council, community and DfE
- Advocate for, represent and ensure that children, families and staff have a voice in the management of the OSHC service
- Support and assist the OSHC Director and staff on a day-to-day basis.

Membership

- The committee makes recommendations to the Governing Council for its endorsement (ratification), and does not make decisions or act on behalf of the service without council approval
- Membership of the OSHC Advisory Committee is open to all parents using the service and parents are to be actively encouraged to join
- Membership of the OSHC Advisory Committee must include:
  - the Principal or his/her nominee
  - a member of council (preferably a parent user of the service)
  - parent users of the service
  - the OSHC Director
  - staff representation in larger services
- OSHC staff are actively encouraged to attend meetings, however have no voting rights on the committee regarding OSHC decisions except in the case of the OSHC Director
- The OSHC Advisory Committee identifies and elects a Convenor for the committee.
- Where possible, it is desirable to establish a system so that only half of the committee members are up for re-election at one time, in order to ensure continuity of knowledge.

Training and Development needs of members

- The OSHC Advisory Committee may invite professionals to attend committee meetings to discuss particular issues, or professionals may be given short-term membership for a particular period
- The committee will identify any areas where members need training or resources to enhance their skills and participation in committee tasks
- OSHC will provide and pay for the following items for all staff educators: First Aid, Police Checks and Flu Vaccinations. If further items are to be added to this list, the Director will seek approval from Governing Council.
- The committee will network with other services.

Management

- Parents and staff are kept informed about the committee's membership, meetings and decisions and have opportunities for input into the management of the service
- Committee members are clear about the extent of their responsibilities with the OSHC service, by referring to the *'Instrument of Delegation'* to the principal about the principal's role, the *'Instrument of Delegation'* to the OSHC Director about the Director's role and establishing an *Instrument of Delegation* to the OSHC Advisory Committee
- Committee meetings discuss, research, seek additional advice, analyse, and make recommendations in the best interests of the staff, children, families, the service and community to the governing council, for ratification by the council
- The committee reports to each governing council meeting on matters relating to budgets, fees, monitoring processes and day-to-day operational matters
- The committee supports the OSHC Director and staff in the day-to-day operation of the service
- Meetings are held regularly and recorded appropriately.

Staffing

- A comprehensive induction package and process, and a staff handbook are developed for OSHC staff
- Service practices meet national standards and relevant policies
- The OSHC Director and staff are actively supported to meet the requirements of the OSHC Quality Assurance system
- Staff are provided with consultation and feedback opportunities as part of decision making processes of the service.

Communication

- A comprehensive orientation plan for new children and families is established that responds to the diverse cultural and linguistic needs of the community
- Ongoing information and communication strategies are developed between the committee and the council, staff and families – and these incorporate regular feedback and review.

Complaints and Grievances

- A complaints and grievances policy and procedures are developed and implemented as required
- All council members are informed of the policy and procedures to follow should conflict arise and if they cannot resolve an issue, they will seek the involvement of District Office staff for assistance
- Matters are not left unresolved for longer than two months
- There is a process of appeal for council decisions and the appeal process is included in parent, staff, and advisory committee handbooks
- There is a process of appeal for advisory committee decisions and the appeal process is included in parent, staff, and advisory committee handbooks
- A committee member who discovers a possibility of a conflict of interest in determining an outcome for the service announces this at the committee meeting and withdraws from further discussion or decision making in relation to that issue
- People at all levels understand the relevance of maintaining and strictly observing confidentiality.

Finances, Facilities and Resources

- The service has appropriate resources to meet legislation and standards and that will promote a quality environment for children and staff
- The committee is responsible for the maintenance of the facilities used by the service
- The OSHC budget includes anticipated income from all sources, proposed expenditure and details of any funds held for special purposes
- The committee works collaboratively with the OSHC Director in the development of the OSHC budget, setting of fees and efficient management of the finances of the service with the assistance of the Schools Business Manager
- The OSHC budget and setting of fees is reviewed and ratified by the council annually
- Financial reports showing income and expenditure against the budget are comprehensive enough to assess the financial viability of the service, are presented at each advisory committee meeting and forwarded to each council meeting
- OSHC finances are audited annually.

Policies and Procedures

- Operational policies and procedures of the service are developed in accordance with DfE policies and OSHCQA, and aim for consistency for children and site staff
- There is a process of regular and timely review of policies and procedures
- Policies and procedures are provided annually to council to be ratified
- The service's philosophy statement is evaluated annually to ensure it reflects the needs and values of its clients and the operation of the service is consistent with the philosophy statement
- The committee follows the established policies and procedures
- The management of the service complies with all required legislation, standards and guidelines.

Records Management

- The committee requests access to the service's records only when necessary to fulfil their committee responsibilities
- All requests for access to records are made to the OSHC Director
- The committee supports the council in meeting their legal duty to keep adequate records about staff
- The committee protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and members of council and committee are stored in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities or have a legal right to know.

OSHC Director Role and Responsibilities

A review of international school-age care theory and research found, *'High quality programs tend to have staff members with more training and education.'* (Ashfield, 2005, p.116).

This is particularly important for the position of the director of the service, who must be able to ensure that a quality program is provided for children and lead a staff team towards this goal.

The role of the OSHC Director is to:
- Support the OSHC Advisory Committee, Governing Council and Principal to ensure that the OSHC service is managed in accordance with all relevant Australian legislation and standards
- Ensure that the quality of care being offered is in keeping with the values, principles, policies and broad organisational objectives of the school, council, and community
- Be responsible for the overall management and administration of the service
- Work collaboratively with stakeholders to develop, implement and review the policies and procedures of the service
- Supervise the development, implementation and evaluation of educational and developmental programs that meet the needs of individual children.

The OSHC Director will be a member of the OSHC Advisory Committee.

COUNCIL INSTRUMENT OF DELEGATION TO THE OSHC DIRECTOR

Management
- The service program is planned, implemented and evaluated to meet the requirements of national standards, OSHCQA, and other relevant legislation and standards
- Regular written progress reports are provided to the OSHC Advisory Committee and Governing Council which include any concerns, fluctuations in utilisation and staffing and provide information to assist the committee to make its decisions
- Regular communication with the principal or their nominee addresses the day-to-day issues in the management of the service
- Administrative systems are established to enable the service to meet all requirements
- The service policy on confidentiality is maintained.

Staffing
- The council delegates the recruitment and dismissal of staff to the OSHC Director. All dismissals must be reported to Council immediately with documented reasons for action.
- A comprehensive induction package and process for OSHC staff and a comprehensive staff handbook are developed
- Regular team meetings are conducted to ensure staff have the opportunity for regular consultation and feedback, and staff information is reviewed
- Rosters are developed in accordance with the required child: staff ratio and both are monitored
- Staff are supported to meet the requirements of OSHC Quality Assurance
- Trainee and student placements are supervised
- Correct practices are established to provide a safe workplace and meet the standards of Occupational Health Safety and Welfare.
- Ensure there are clear procedures established for OSHC Staff to raise OHS&W issues with the OSHC Advisory Committee and Governing Council
- Approve a delegated variation in staff hours for rostering purposes

Professional development and training
- Leadership is provided to all OSHC staff of the service
- Ongoing performance management is conducted with staff and includes planning, implementation, review and evaluation
- Professional development is organised to meet individual staff performance planning and service needs.

Communication
- Quality communication systems are established between all stakeholders in the service, in consultation with the Principal and OSHC Advisory Committee
- Translation and interpreting services are available for children and families when required
- The diverse cultural and linguistic needs of children and families are acknowledged and incorporated into all aspects of service operations
- A comprehensive orientation policy and procedures for children and families is developed that includes and reflects the diverse needs of the community and incorporates regular feedback and review
- Relationships are established with and between families, the OSHC Advisory Committee, Principal, Governing Council, school staff and other agencies
- Newsletters and marketing material are prepared.

Complaints and grievances
- A complaints and grievance policy and procedures are developed and implemented as required
- All council members are informed of the policy and procedures to follow should conflict arise and if they cannot resolve an issue, they will seek the involvement of District Office staff for assistance
- Matters are not left unresolved for longer than two months
- There is a process of appeal for council decisions and the appeal process is included in parent, staff, and advisory committee handbooks
- There is a process of appeal for advisory committee decisions and the appeal process is included in parent, staff, and advisory committee handbooks
- People at all levels understand the relevance of maintaining and strictly observe confidentiality.

Finances, Facilities and Resources

- The operator is advised of the resources required to meet legislation and standards and that will promote a quality environment for children and staff
- Maintenance/repair of premises and equipment is organised and regular safety checks undertaken on facilities, resources and equipment
- Ordering and purchasing of materials and resources are undertaken
- A system for day-to-day financial management in preparing accounts and receiving money from families is established
- Annual budgets for each operating component are developed in liaison with the committee, and the service budget and fees are recommended for approval by council
- Cash flow is monitored, with financial reports showing income and expenditure against the budget
- The OSHC budget and setting of fees is reviewed annually
- The service meets all funding requirements and those of Child Care Subsidy accountability
- Accurate records for the whole of the service are maintained
- OSHC finances are audited annually and the service is prepared for banking and the annual audit
- Staff entitlements for WorkCover, tax and superannuation are monitored and accurate wages prepared, including during school holiday periods
- Submissions for funding are made to relevant authorities and monies received are accounted for
- Financial reports are presented at each OSHC Advisory Committee meeting and forwarded to each Governing Council meeting
- Both the Director and Assistant Director will have access to a credit card for OSHC expenditures.
- Draft Budget to be submitted by end of Term 4 each year along with the Director's Service Report.
- Final Budget to be submitted and approved by Finance Committee by end of Term 1 the following year.
- OSHC Insurance to be renewed annually. Director responsible to make sure this is kept up to date.
- In regards to wages, Director is to ensure that Award Wage increases are updated annually.
- Director and Assistant Director to review fees annually in Term 4 of each year and assess for fee increase. If fee increase is to be sought, a business submission will go to Governing Council with recommendations.

Policies and Procedures

- All relevant legislation and standards are met in the management of the service
- Service policies and procedures are developed, implemented and reviewed regularly
- Operational policies and procedures of the service are developed collaboratively with the committee in accordance with school policies, to ensure consistency for children and site staff and to meet the requirements of OSHCQA
- The operation of the service is consistent with the philosophy statement
- The Director and staff strictly follow policies and procedures.

Records Management

- All requests for access to records are made to the Director who will determine a mutually convenient time
- Service records are only released after request from the committee or council and only when necessary to fulfil their responsibilities
- The council is supported to meet their legal duty to keep adequate records about staff
- The privacy and confidentiality of individuals is protected by ensuring that all records and information about individual children, families, staff and members of council and committee are stored in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities or have a legal right to know.

OSHC Director   **Council Chairperson**

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Date.................................   Date.................................

OSHC Staff Role and Responsibilities

Regardless of the management model being used, the staff role and priority is clear. Their role is to ensure that high quality care is being offered to all children and families using the service, in keeping with the values, policies and objectives of the school, operator, community and government departments.

Laurie Ollhoff (2005) identified seven major tasks that are key roles for staff in OSHC programs.
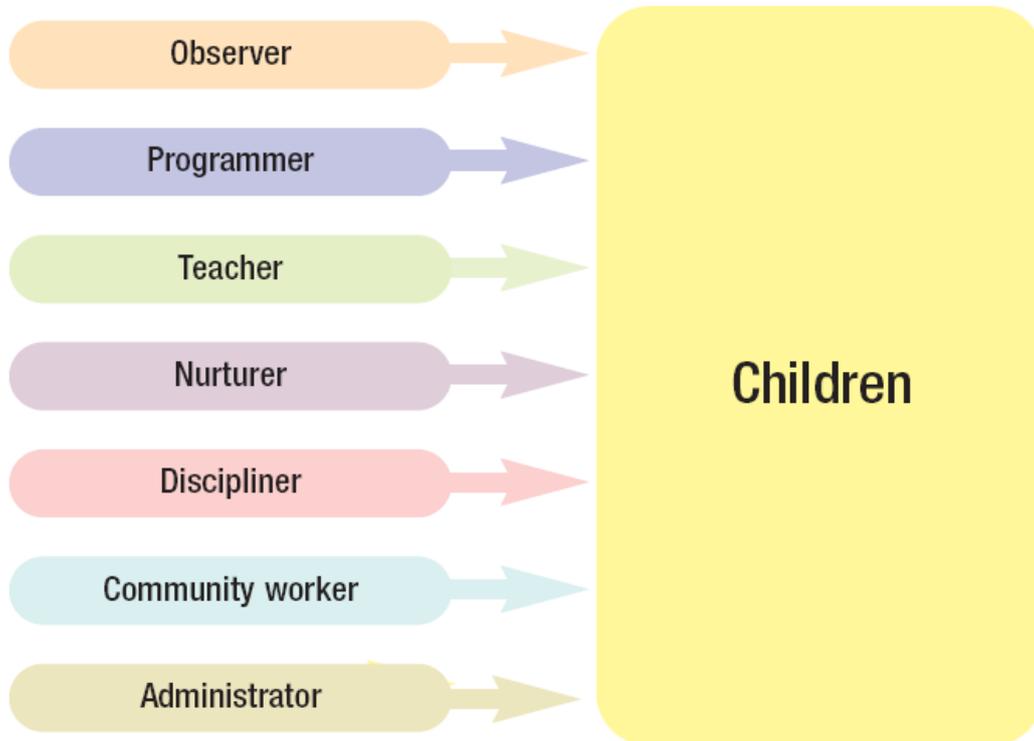
When we nurture, we help a child use the unique gifts and talents with which they have been endowed.

Observer
The first task is to observe. In this task, we actively make opportunities to observe the program, the children, and the staff interaction with children and their families. We step back and examine the school age program as a system to determine what is and what is not working. Valuable observation combines what is seen and heard with what is known about a situation or child.

Programmer
The second task is to program. This task is informed by the observations made previously. In this task, schedules are written, activities planned, and supplies gathered. Programmers intentionally plan to set aside time for one-on-one opportunities with children or their families. Programmers plan the environment to establish a climate of support and care and create opportunities for relationships to develop and grow. Programmers launch experiences that will stretch a child's understanding of themselves and their world. We program to intentionally help each child reach their full potential, not just to fill in time and to keep the child busy.

Teacher
The third task is to teach. In particular, we teach the development of social skills. Social skills are learned more deeply in a group setting where the skill can be used and practiced. Adults in school age programming approach the task of teacher in three main ways: direct teaching, integrating teaching, and situational teaching.

Nurturer

Sometimes the staff member builds positive development by nurturing children. A nurturer heals hurts, affirms, and supports. The task of nurturing also gives specific encouragement that hushes and stretches a child. When we nurture, we help a child use the unique gifts and talents with which they have been endowed.

Discipliner

At other times the staff member builds positive development of children and youth through discipline. How we discipline has a profound effect on their growth. We now know that children raised with harsh discipline and punishment are more likely to be rebellious, violent, and suffer mental illness and alcoholism. Research also shows children who grow up with little discipline tend to be more manipulative and have difficulty with intimacy. Children disciplined with firm but negotiable boundaries, with use of natural and logical consequences, tend to develop self-discipline, responsibility, and an internal locus of control.

Community Networker

Another key role of the staff is to network. This role includes supporting and encouraging families to feel involved in the service and connected to other local community networks. They do this by building relationships and being the people to whom families entrust their children for care and socialisation.

Administrator

The task of **administration** might seem to be limited to the OSHC Director or site coordinator. However, all staff members need to be involved in developing the vision for the service and give expression to its development in the program. By working together on the day-to-day practical details, they turn that vision into reality for the children and families in their community.

Insurance

The following information is relevant for OSHC services operated by a DfE Governing Council.

OSHC Staff

If the OSHC service is operated by a DfE Governing Council, the OSHC staff are covered by the insurance provisions described in the AIGs of the department. As OSHC staff are employed by the governing council, if they are injured in the course of their duties, they are eligible for workers compensation benefits through WorkCover.

The DfE Governing Council must register as an employer with WorkCover, but this is done by notifying the Occupational Health Services unit of DfE and following the instructions outlined in the AIGs. The department then arranges the bulk payment of all levies due to WorkCover.

Volunteers

Volunteers are not employees. If the OSHC service is operated by a DfE Governing Council, the members of the council, its committees and affiliated committees (except for the principal who is covered for personal injury and third party liability claims as an employee of the department) are volunteers and are covered by the insurance cover of the department.

Under the South Australian Government's self-insurance arrangements, uniform cover is available to volunteers who assist departments and approved statutory agencies. In schools the cover extends to persons who carry out volunteer duties at the direction of the principal or council. This includes members of affiliated committees, provided that the activities in which they engage are consistent with the particular committee's constitution, are approved in advance by the principal and undertaken under his/her direction.

If a governing council has the South Australian Association of State School Organisation (SAASSO) Personal Accident Insurance policy for councillors and volunteers, it must be used first. Volunteers will not be able to claim on both schemes in relation to the same expense.

Equipment and Materials

If the operator is a DfE Governing Council, insurance of equipment and materials may be arranged by the council through the South Australian Association of State School Organisations (SAASSO). It needs to be noted that the department will not replace equipment and materials not owned by the Minister.
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Public Liability

All DfE sites are covered by the indemnity insurance provided by the South Australian Government.

Ordinary Meetings of the OSHC Committee

The Council must meet at least twice in each school term. Notice of meeting must be given at the previous Council meeting or by at least 7 days written notice distributed to all councillors or in an emergency by such other notice as the Council may determine. The OSHC Committee meeting can take place in person, via telephone conference, electronic communication.

Quorum

The Quorum requires half the Committee + one must be in attendance for the meeting to be accepted as a formal OSHC Committee meeting.

Meeting Procedures

The procedure that will be adopted for OSHC Committee meetings, will adopt an informal Committee style meeting format.

Meeting Agenda

- The business of OSHC Committee meetings will be set out in the agenda. This is to be prepared one week before a meeting by the Convener, in consultation with other Committee members.
- The agenda is to be circulated to all members of the OSHC Committee with a copy of reports of business for debate where required.

Agenda Items

- Each member wishing to raise business at the meeting must have this business registered as an agenda item. Each member is to notify the Convener at least one week prior to the proposed meeting.
- Each member wishing to raise business at the meeting must include adequate information to inform members of the basis of issues to be debated.
- Items, which are not included on the agenda generally, should not be debated at the meeting but should be accepted for discussion at the next meeting.
- Items that come under the heading of General Business should become agenda items for the next meeting.

Reports

- Reports are to be written (typed/word processed) and circulated to allow adequate time for their consideration before the meeting. On some occasions written reports, having been circulated will not require discussion.

Minutes

- Minutes of meetings are official legal documents and must be kept accurately. The minutes of all meetings must record:
  - The date, time and place the meeting was held.
  - A list of those people present at the meeting and a list of those absent and who tendered apologies.
- The recording of minutes should be in "the expanded form" which consists of a record of all the resolutions and the defeated motions and a brief summary of the discussions on each issue raised.
- Minutes will be made available for the members no later than one week after the meeting.
- Minutes will be in the format required for the report for Governing Council known as "OSHC Committee report". Minutes are supplied for each meeting for filing with GC Secretary. OSHC Committee Report is only an overview of the meetings.

Time limits for Meetings

- While it is important that meetings be structured to enable everyone to have, their say it is also important that time is not wasted. The Convener is responsible for planning the meetings carefully in order to utilise time efficiently and ensuring sufficient time is allocated in which issues can be adequately debated.

Attendance

- It is important for the success of meetings that all members attend regularly and punctually. There are legal requirements that a quorum of members be present at meetings at all times when decisions are to be made.

Grievance Procedures

- Governing Councillors will use standard parent/caregiver/community grievance procedures should any issue arise. The Convener will act in the capacity of mediator, on issues involving council.
- Grievances involving School Staff and/or Students will be conducted in accordance with the DfE Grievance Procedures Policy.

OSHC Debt Collection

In accordance with the OSHC Policy statement regarding fees,

Parents with overdue fees of $250 or more, or whose account is overdue by one month will be notified by the Director to discuss any difficulties they may have in meeting payments and to devise a payment plan. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:

- After one week overdue - a polite written reminder will be forwarded to the parent and further care will be put on hold.

- After two weeks overdue - a letter will be forwarded to the parent, advising that their child's place may be permanently cancelled if the account becomes three weeks overdue. The letter will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.

- After three weeks of non-payment-if no arrangements to pay have been made, or if made and not kept, the place will be cancelled.

- Any overdue accounts at this point will be sent to Governing Council who will pursue this further, with possibility of a debt collection agency becoming involved.

OSHC Cancellation Policy

- Seven days' notice is required in writing for cancellation of ALL booked care or changes of care in regards to Before School Care, After School Care or Pupil Free Days. Families who do not notify the service of cancellations will be charged full fees plus the *Not-Notified* fee.

- If a child is sick, full-fees (including Child Care Subsidy - CCS), will still be charged. If by the third day the child is still sick, a medical certificate must be produced and only the CCS will be taken for the indicated days on the medical certificate.

- "Not Notified" Fee- If a child is not cancelled and staff must make calls to find out the whereabouts of the child, a $2 fee will be added to the family's account. This fee also applies to children who are dropped off without a booking and calls must be made to locate parents/carers.

- During Vacation Care, no cancellations will be accepted after the booking due date. **You will be charged for all days booked** and sick certificates will not be accepted. In the case of a medical emergency or family issue, please discuss with the Director and an alternate agreement may be discussed.

OSHC Policies

OSHC Policies include:

- Policy- Access to the Service

- Policy- Anaphylaxis Management

- Policy- Behaviour Management

- Policy- Cancellation of Care

- Policy- Confidentiality

- Policy- Controlling Infectious Disease (Including COVID Response)

- Policy- Environmental Sustainability

- Policy- Diversity and Inclusion (Equal Opportunity)

- Policy- Equal Employment Opportunity

- Policy- Equipment

- Policy- Excursions and Transportation

- Policy- Fees

- Policy- Financial Management

- Policy-First Aid

- Policy- Food Handling & Hygiene

- Policy- Grievance Procedures

- Policy- Health and Safety

- Policy- Interactions with Children

- Policy- Late Collection of Children

- Policy- Management Committee

- Policy- Medication Administration

- Policy- Medical Conditions

- Policy- Nutrition

- Policy- Programming

- Policy- Records

- Policy- Referrals from Agencies

- Policy- Staff Appraisal

- Policy- Staff Code of Conduct

- Policy- Staff Discipline

- Policy- Staff Leave

- Policy – Staff Objectives

- Policy- Staff Participation

- Policy- Staff Recruitment

- Policy-Staff Rehabilitation

- Policy- Staff Training & Development

- Policy- Staff Uniform

- Policy- Tobacco, Alcohol and Drugs

- Policy- Water Safety Procedures

Policies are generally reviewed by the Committee every 2 years.

Table of Reference

The Out of School Hours Care Handbook was developed based on the information referenced in the following existing documents and electronic websites.

- Mawson Lakes School Governing Council (2012), MLSGC Handbook, 2012.
- The State of South Australia, Department of Education and Children's Services (2006), OSHC Resource Kit, 2006
- National Standards OSHC refer –
  http://www.deewr.gov.au/EarlyChildhood/Policy_Agenda/Quality/Pages/home.aspx
- Olhoff, L (2005) Paper presented to Our Children the Future 4 Conference, Adelaide, South Australia, 16–18 June 2005
- Ashfield, M (2005) Best practices: Guidelines for school-age programs, Sparrow Media Group, Minnesota, USA