

# Mawson Lakes School - OSHC

## Policy Statement on Access to the Service



*Access for families and children to the Mawson Lakes School OSHC Service will be inclusive. We will ensure children's access to safety and care at the service, and parent's access to the service will be protected.*

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

\* Equal Opportunity principles will be observed in relation to access to the service for children, parents and staff. (See *Statement on Diversity & Inclusion- Equal Opportunity Policy, Staff Selection Policy*)

### **Enrolments**

\* Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. An enrolment form must be completed by each family for each child. On enrolment, parents will be given an *OSHC Handbook*, advised about access to service policies and asked to complete the Enrolment Form. Enrolment forms may be picked up from OSHC, the school office, Skoolbag or on the school's website. Details of care needs will be required on your enrolment form.

\* If a place is not immediately available at the service, the child will be put on a waiting list. Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the Director/Nominated Supervisor and enrolment will proceed.

\* Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the Director/Nominated Supervisor, service educators, management committee members, parents (for their own children) and Commonwealth department officers. It is the responsibility of a parent to notify the Director/Nominated Supervisor of any changes to family circumstances.

\* Suspension or exclusion of children from the service will occur only after all other avenues of communication and support have been exhausted and when:

- professional advice confirms a child is in psychological danger as a result of an unusually

- prolonged inability to settle into care, or
- a child puts one or more children at risk through inappropriate/dangerous behaviour (see Behaviour Management policy)
- (see also Health policy for policies relating to infectious disease and immunisation)
- (see also Fees policy, which outlines procedures when fees are not paid).

### **Immunisation**

- \* The service will adhere to Department of Human Services policies on access to Child Care Subsidy in relation to immunisation.

### **Children referred from school**

- \* Children not collected from school by 3:15 pm will be taken to the OSHC service. The custodial parent/guardian will be liable for any fees incurred. If the child has not been enrolled at the service their relevant health and contact details will be made available to the OSHC service by the school.

### **Authorisation for collecting children**

- \* The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.
- \* If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child.
- \* If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the Director/Nominated Supervisor will contact the custodial parent/guardian to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent/guardian's authorisation has been obtained. If that authorised person is not known to the service, the custodial parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

### **Family contact**

- \* Educators will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship: Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.
- \* Parents will be able to contact the Director/Nominated Supervisor at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, by telephone, email or by appointment. Educators will not discuss with parents confidential information regarding any other child or family within the service.
- \* Parents may visit the service at any reasonable time while their child is in care.
- \* Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:

- Parent responsibility remains with both parents, either jointly or individually, except where it is altered by a Court Order. In the absence of a Court Order the child will be released to the parent/guardian whose name is on the enrolment form authorised to collect them.
- A Court Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
- Where a non-enrolling parent cites a Court Order giving himself or herself lawful access to the child, the Court Order needs to be produced for inspection by the Director/Nominated/Certified Supervisor. The enrolling parent will be telephoned, to both check the existence of the Court Order and to be informed about the situation.
- \* The child will only be released into the care of the parent with Parental Responsibility.
- \* In the case of a parent arriving at the service in a visibly intoxicated or otherwise unfit state to drive, to collect a child, the person will be encouraged to contact another adult to drive them and the child home or the service will offer to call a taxi. If the unfit person insists on taking the child, school leadership and the police may be informed.
- \* Where human life is at risk, despite staff efforts, the police will be immediately informed.

### **Visitors**

- \* Visitors may be invited into the service as part of the children's program. They could include: local people with a skill, art or experience from which the children will gain experience or enjoyment; members of the Fire Brigade, Police Department, or a medical or nursing profession.
- \* All other visitors to the service must make an appointment with the Director/Nominated Supervisor.
- \* Any unwelcome visitor/person will be calmly asked to leave the service. Refusal to leave will necessitate the Director/Nominated Supervisor calling the police for their removal. Staff will not at any time try to physically remove an unwelcome person.
- \* Professional access to the service will be at the discretion of the Director/Nominated Supervisor or management committee. If it involves the children, the parent's written consent will be required. The only exception to this would be for children at risk.
- \* Professionals or officials who may require access include:
  - Family and Community Services Officers-Children's Protection Act 1993 (SA) Section 19
  - police officers - with warrant
  - WH&S inspectors - Work Health and Safety Act 2012
  - Department for Education (DfE) project officers and district coordinators
  - Officers of ACECQA- Australian Children's Education & Care Quality Authority
  - Officers of the Department of Human Services or Centrelink-to inspect service records for Child Care Subsidy accountability requirements under the Childcare Payments Bill 1997 (Commonwealth)

## **Hours of Operation**

### **\* *Before School Care***

- The service is open from 6:45am to 8:45am, Monday to Friday except school holidays and public holidays.

### **\* *After School Care***

- The service is open from 3pm to 6pm, Monday to Friday except school holidays and Public Holidays.

### **\* *Vacation Care***

- The service is open from 7am to 6pm, Monday to Friday except public holidays.

### **\* *Pupil-Free Days***

- The service is open from 7am to 6pm.