



RIDGEHAVEN
OUT OF SCHOOL
HOURS CARE

FAMILY

HAND

BOOK

Caring for our community



479 Milne Rd RIDGEHAVEN 5097

T 8396 3327

M 0419 803 056

E ridgehaven.oshc421@schools.sa.edu.au

Facebook : @ridgehavenoshc



Welcome to OSHC



Our Program in brief

OSHC Contact Details

OSHC Landline : [839603327](tel:839603327)

OSHC Mobile : [0419 803 056](tel:0419803056)

Service Email : ridgehaven.oshc421@schools.sa.edu.au

Director Email : kerri.cook404@schools.sa.edu.au

Services Provided

- Before School Care : [7am – 8:45am](#)
 - After School Care : [3pm – 6:15pm](#)
 - Early Closure Days : [2pm – 6:15pm](#) Last day of each term
 - Pupil Free/School Closure Days : [7am – 6:15pm](#) During school term
 - Vacation Care : [7am – 6:15pm](#) During school holidays
- Weekdays during term time

Current Fee Structure

- Before School Care : [\\$20.00](#) per child/session
 - After School Care : [\\$31.00](#) per child/session
 - Early Closure Days : [\\$34.00](#) per child/session
 - Pupil Free/School Closure Days : [\\$57.00](#) per child/day
 - Vacation Care home-based days : [\\$62.00](#) per child/day
 - Vacation Care Excursion/Incursion days : [\\$67.00*](#) per child/day
- * All inclusive – no extra cost for excursion/incursions
- Late Collection : [\\$15.00**](#) per child/15-minute block

Late Fees are charged for collection after service closure times and do **NOT attract Government Fee Assistance

All OSHC/Vac Care fees are subject to Government Fee Assistance. (Child Care Subsidy) for eligible families. Please refer to [Fee Assistance](#) for further details.

Welcome to OSHC



Table of Contents

Service Information	
• Statement of Philosophy	1
• Staffing – Meet our Team	2
Staff Qualifications	3
Staffing Ratios	3
• Session Information	4
• Services Provided	5
• Programs	6
• Enrolment	8
• Fees, Billing & Payments	9
• Fee Assistance	10
• Bookings, Cancellations & Absences	11
Policies & Procedures	
• Behaviour Guidance	12
• Health & Safety	13
Accidents & Injuries	13
Illnesses	13
Medication	13
Health Support	14
Immunisation	15
Additional Needs Support	15
Dietary Support	15
Sun Safety	15
Nutrition & Food Safety	16
General Health & Safety	16
• Child Protection	17
On-site	17
Online (Cyber) Safety	18
Off-site	18
Risk Management & Minimisation	19
• Access to Service	20
• National Quality Framework	21
• Learning Assessment	22
Child Profiles	22
Learning Stories & Observations	22
Development Notes	22
• Feedback & Grievances	23
• Confidentiality & Privacy	24
• Communication & Partnerships with Families	25
• Volunteers, Visitors, Work Experience & Student Placement	26
• Community Contacts	27
• OSHC Floorplan	28

Statement of Philosophy



At Ridgehaven Out of School Hours Care, we believe that all children have the right to be cared for in an inclusive, safe, tolerant, stimulating and caring environment, that not only caters for their needs but also provides experiences and opportunities that foster their independence and assist in their social, emotional, cognitive and physical development.

In a safe and tolerant environment, educators aim to provide opportunities for Preschool and school aged children to....

- experience stimulating and positive interactions with adults and children that foster their self-esteem, independence and confidence.
- interact with, gain respect for and form new relationships with children and adults of differing ages, knowledge, skills, abilities, experiences and cultural backgrounds.
- experience new and stimulating indoor, outdoor, recreational/leisure and multicultural activities that draw on and further develop and challenge existing skills and knowledge.
- experience, interact with and manipulate a wide variety of materials, specifically targeted at their age, interests and abilities that challenge and further develop existing skills.
- participate in, take responsibility for and voice their opinions about aspects of the service consistently, freely and without prejudice.
- learn about, interact with and contribute to the school and wider community.

We will endeavour to cater for the needs of families by....

- ensuring that children are cared for by educators in an environment that is inclusive, safe, tolerant, stimulating and caring.
- providing services that enable them to work, study, seek employment and cope with emergencies.
- fostering links between school and the general community by offering a support network.
- offering opportunities to socialise with other caregivers.
- offering opportunities and outlets to voice their opinions, give feedback and be a part of the service.
- providing respite by caring for children with special needs.



Staffing

Meet our Team

Director/Nominated Supervisor/Educational Leader



Kerri Cook

- Director since 1998
- Bachelor of Teaching & Bachelor of Education
- 30+ years working in the Education & Care sector

Qualified/Responsible Educators

<p>Hope Collins</p> <ul style="list-style-type: none"> • Employee since 2023 • Holds dual Diploma of School Aged & Early Childhood Care 	<p>Jessica Varano</p> <ul style="list-style-type: none"> • Employee since 2021 • Holds Masters of Education • Teacher at local schools 	<p>Donna Keenan</p> <ul style="list-style-type: none"> • Employee since 2024 • Holds Bachelor of Education • Teacher at local school
<p>Amanda Davey</p> <ul style="list-style-type: none"> • Employee since 2024 • Provisionally qualified, currently studying Bachelor of Early Childhood 	<p>Louis McGowan</p> <ul style="list-style-type: none"> • Employee since 2021 • Holds Diploma of School Aged Care • Current SSO & former OSHC Director 	<p>Karen Porter</p> <ul style="list-style-type: none"> • Employee since 2023 • Holds Bachelor of Education • Teacher at local school
	<p>Georgia Naughton</p> <ul style="list-style-type: none"> • Employee since 2023 • Holds Bachelor of Education • Teacher at local school 	

Assisting Educators

<p>Sandra Price</p> <ul style="list-style-type: none"> • Employee since 2015 • SSO holding a Cert III 	<p>Tanya Dowler</p> <ul style="list-style-type: none"> • Employee since 2015 • ACEO holding a Cert III 	<p>Sonya Oakley</p> <ul style="list-style-type: none"> • Employee since 2015 • ECW holding a Cert III
<p>Alana Hughes</p> <ul style="list-style-type: none"> • Employee since 2020 • SSO holding a Cert III 	<p>Kylie Burge</p> <ul style="list-style-type: none"> • Employee since 2020 • SSO holding Cert III 	<p>Tania Machek</p> <ul style="list-style-type: none"> • Employee since 2021 • SSO holding Cert III & IV
<p>Sam Bajer</p> <ul style="list-style-type: none"> • Employee since 2021 • SSO holding a Cert III 	<p>Bec Pannell</p> <ul style="list-style-type: none"> • Employee since 2023 • SSO, studying education 	<p>Kylie Poznik</p> <ul style="list-style-type: none"> • Employee since 2023 • SSO at Ridgehaven School
<p>Carly Randall</p> <ul style="list-style-type: none"> • Employee since 2023 • SSO holding a Cert III 	<p>Emma-Lee Spangler</p> <ul style="list-style-type: none"> • Employee since 2024 • Early Childhood teacher 	<p>Janine Kennaway</p> <ul style="list-style-type: none"> • Employee since 2024 • SSO holding Cert III
<p>Alysha Racz</p> <ul style="list-style-type: none"> • Employee since 2022 • SSO at local school 	<p>Jacqui Skuse</p> <ul style="list-style-type: none"> • Employee since 2024 • SSO at local school 	<p>Mountaha Khammash</p> <ul style="list-style-type: none"> • Employee since 2024 • Bilingual SSO at school
<p>Zoe Pinnegar</p> <ul style="list-style-type: none"> • Employee since 2023 • Studying education degree 	<p>Sam Burke</p> <ul style="list-style-type: none"> • Employee since 2024 • SSO at Ridgehaven School 	<p>Kirsty Benson</p> <ul style="list-style-type: none"> • Employee since 2024 • Studying Cert III in OSHC
<p>Lucas Ford</p> <ul style="list-style-type: none"> • Employee since 2024 • Studying Cert III 	<p>Jade Cook</p> <ul style="list-style-type: none"> • Employee since 2025 • Studying Cert III 	<p>Ella Savage</p> <ul style="list-style-type: none"> • Employee since 2025 • Studying education degree

Staffing



Staff Qualifications

Our **Director** and **qualified educators** have obtained or are working towards University degrees or Diplomas in education and care.

Assisting educators hold or are studying for a Certificate III/IV in an approved education and care field, are currently employed as School Service Officers or have relevant experience in the education and care sector.

All educators have current **Working With Children Checks** and qualifications in **Responding to Risks of Harm, Abuse, and Neglect**. The Director, qualified educators, and some assisting educators also maintain **First Aid**, including **Emergency Asthma** and **Anaphylaxis** management.

Staffing Ratios

Ridgehaven OSHC complies with National and State Regulations for the supervision of children.

Current State regulations deem the following ratios as the minimum requirements:

- **On-site** : 1 employee to 15 children (1 qualified to 30 children).
 - : Minimum of 2 employees per session.
 - : 1 employee for first 11 children when Preschool children attend.
 - 1 employee to 15 children thereafter.
- **Off-site** : 1 employee to 8 children (1 qualified to 30 children).
 - : Minimum of 2 employees.
 - : 1 employee to 5 children for swimming/water excursions.

The service uses a higher educator-to-child ratio when children with additional needs attend or when a Risk Assessment indicates it's necessary for safe activity.



Session Information

At Ridgehaven Out of School Hours Care, we provide a range of services that cater to our community's needs.

Before School Care - 7:00am – 8:45am during school terms

Children enjoy free play from 8:00 to 8:30am. **Breakfast**, included in the care cost, is available until 8:30am, offering cereals, toast, fruit, and yoghurt. Older children leave at 8:30am, while new, reception, and preschool children are escorted to class by 8:45am and 9:00am, respectively.

After School Care - 3:00pm – 6:15pm during school terms

Primary and Middle years children (Years 3-6) arrive at OSHC independently, while Preschool and Early Years (Reception-Year 2) are collected by an educator. The After School Routine starts at 3:10pm with sign-in, followed by **Afternoon Tea** at 3:30pm, featuring healthy snacks, fruit, and water. Outdoor Play Time is from 3:30pm onwards, encouraging physical activity and socialising. **Activity Time** runs from 4:15 to 5:45pm, offering themed activities and free play. Children have access to various areas in and outside of OSHC, all guided by educators to ensure enjoyment and safety.

Early Closure Days - 2:00pm – 6:15pm on the last day of term

These sessions occur four times a year as extended After School Care.

Pupil Free/School Closure Days - 7:00am – 6:15pm during school terms

These full-day sessions occur 4 to 5 times a year, typically once per term, based on the school schedule. Theme Days, Excursions, and Incursions offer various activities. Program details are sent to families 2 to 3 weeks before Pupil Free/School Closure days.

Vacation Care - 7:00am – 6:15pm during all school holidays*

Vacation Care operates during all school holidays for Preschool and school children. Our programs offer a mix of stimulating, fun excursions and incursions and interesting themed Home Days. Program Booklets, available from Week 7 each term, include daily activity schedules, excursion details, and booking information.

***The service closes for 2 to 3 weeks over Christmas and New Year, with advance notice given to families.**

Services Provided



Ridgehaven Out of School Hours Care provides a variety of services designed to support both children and their families.

Breakfast

Breakfast is included in the care cost for Before School Care, Pupil Free, and Vacation Care days. Available until **8:30am**, it includes cereals, low-fat milk, fruit, bread, and yoghurt. A special breakfast with items like pancakes and smoothies is served weekly.

Afternoon Tea

Afternoon Tea is served daily at **3:30pm** during After School Care, Early Closure, Pupil Free, and Vacation Care days. Children and educators prepare healthy snacks in a social setting. Menus, planned with children, cater to dietary, health, cultural, and religious needs, featuring local produce and cultural recipes. Weekly menus are displayed in the Main Room.

Class Escorts

Before School : OSHC educators escort Preschool and Early Years (Rec-2) children to class, assisting with tasks like handing in notes and changing readers.

*** Not all tasks can always be completed due to the number of children. Older children are encouraged to handle these tasks independently.**

After School : OSHC educators escort Preschool and Early Years (Rec-2) children to OSHC, helping them gather belongings and take messages from teachers.

Homework Assistance

Children can complete homework at OSHC, with educators providing assistance, resources, and a suitable space. However, one-on-one support isn't possible, and specific materials are the responsibility of teachers or caregivers. Reading homework is encouraged at home. Children needing a computer for homework have priority over those using laptops for games. Printing isn't available; work should be saved to a USB or Google Drive. Note that some websites are inaccessible due to school internet filtering.

Extra-Curricular Activity Attendance

Children can attend on-site extra-curricular activities like sports and tutoring, from OSHC. An educator will escort them to and from the activity. Caregivers must inform educators of the activity details. This service is only for activities on school grounds; educators will not escort children off-site.



Programs

Learning Frameworks

In compliance with the National Law, Ridgehaven OSHC delivers an educational program to all children that is:

- based on approved learning frameworks
- delivered in accordance with these approved learning frameworks
- based on the developmental needs, interests and experiences of each child
- designed to consider the individual differences of each child.

There are two national approved learning frameworks. These are:

1. **Belonging, Being and Becoming: The Early Years Learning Framework for Australia** - National approved learning framework for young children from birth to 5 years of age.
2. **My Time Our Place: Framework for School Age Care in Australia** - National approved learning framework for school age children.

Both learning frameworks outline principles, practices and learning outcomes that guide educational leaders and educators in their curriculum decision-making, and assist them in planning, delivering and evaluating quality programs in OSHC in partnership with children, families, and the community, with a focusing on play, leisure, and social/emotional development. They aim to enrich children's wellbeing and development, offering quality learning experiences.

The frameworks emphasise five outcomes:

1. Strong sense of identity
2. Connection and contribution to the world
3. Strong sense of wellbeing
4. Confidence and involvement in learning
5. Effective communication

Programs are collaboratively developed each term, with overviews displayed and included in beginning-of-term communication. Weekly programs are also displayed around the service.

Session Specific Programs

Before School Care

Our Before School Care routine continues the morning routine from home. Breakfast is a social time for conversation about the day ahead. Children can join a quiet activity, play outside, chat, watch TV, or enjoy board games and colouring. Educators help children prepare for school.

After School Care

Our After School Care routine is structured yet flexible, offering active and stimulating child-centred programs. Term programs are divided into differently themed weeks.

- **Theme 1: Staff Program Week** - educators plan activities and menus based on children's needs, interests, and their expertise in child development.

Programs



After School Care cont.

- **Theme 2: Kids' Choice Week** - guided by educators, children plan and participate in activities and choose, prepare, and serve food for daily Afternoon Tea.
- **Theme 3: Multicultural Week** - educators and children, with family and community input, plan arts, crafts, games, cooking, and activities from various countries. Weekly menus include foods and delicacies from different cultures.
- **Theme 4: Our Community, Our Environment Week** - educators and children explore unique people and places in the local community. Weekly programs include visits to local sites and guests from the community, along with wider community, state, and national events and celebrations.
- **Theme 5: Theme Week** - educators and children choose a theme of interest and develop activities/ experiences around it.

OSHC frequently uses school facilities like the Gym, Jubilee Room, Oval, and Playgrounds during After School Care.

Pupil Free & School Closure Days

Our Pupil Free and School Closure Day programs, created collaboratively with educators and children, feature themed on-site days, excursions, and incursions. Programs are shared with families weeks in advance.

Vacation Care

Our Vacation Care Programs include themed Home Days, Excursion and Incursion Days. Home Days offer on-site arts, crafts, games, and media activities. Excursion Days involve off-site trips for new experiences. Incursion Days bring the fun of excursions to the service. Programs are available to families around Week 6/7 each term.

Educators encourage input and feedback from children and families on all programs.



Enrolment

OSHC is available to all children attending preschool and primary school, with priority given to current Ridgehaven School families.

New families will be emailed a digital **OSHC Enrolment Pack** which includes:

- **Welcome** information
- **Getting Started** information
- **Xplor Child Care Management System** information
- **Digital Enrolment Form link** and **Completion Guide**
- **ECA Code of Conduct**
- **Family Handbook**
- **“My Time Our Place” Framework for School Aged Care** information
- **Government Fee Assistance** information

All children must be enrolled through Ridgehaven OSHC's

Xplor Child Care Management System

A **Guide to Completing the Digital Enrolment Form** is included in the Enrolment Pack and caregivers are strongly advised to read this before completing the enrolment form.



***Caregivers who do not have access to a digital device are asked to contact the service to arrange enrolment**

Once an enrolment form is submitted and reviewed by our Director, the enrolling caregiver will receive a digital invitation to download our **Home** parent app and create an account.



Our **Xplor Home** parent app is compatible with all Apple and Android devices and can also be downloaded on laptops and PCs.

Downloading the Home app is essential for enrolment, as it facilitates viewing OSHC fees, making mobile payments, and communication between families and the service.

Enrolment Wait Lists

When enrolments are at capacity, new families will receive a digital **Enrolment Waitlist Form**. This form allows them to submit enrolment requests, care needs, and potential start dates. Families are notified digitally when a place opens, with a link to the Enrolment Form.

Enrolment Waitlist forms are processed in order of receipt.

*Please note, there may be multiple forms ahead, extending wait times. We apologise and will maintain communication during this period.

Pre-enrolment Visit

Before enrolling, children and families are invited for a Pre-enrolment Visit to meet educators, tour the service, and discuss care needs. It's a chance for children to meet peers and educators, and observe routines, and for families to ask questions. Visits can be scheduled with our Director at a convenient time.

Fees, Billing & Payments



Our Fee Schedule is on Page 1 and is set by the Ridgehaven School Governing Council to align with school and community needs. Fee increases occur periodically, to cover rising costs, with ample notice given. Australian residents may qualify for **Government Fee Assistance**, available through Services Australia/Centrelink, to reduce costs. For details, see **Fee Assistance** or contact our Director.

Attendance Processing & Billing

Children's OSHC attendance is reported to Centrelink every Friday via our **Xplor Child Care Management System (CCMS) software**. If eligible, fee assistance is applied over the weekend and a statement of care will appear in the Primary Carer's Home app the following week.

Payment of Fees

Fees are payable exclusively through our Xplor Home app, offering two options:

1. **Direct Debit:** The Primary Carer can set up direct debit payments via the Home app - please refer to the Xplor Guide information for guidance.
2. **Casual Payments:** This option allows the Primary Carer to make payments of any amount at their convenience using the **Pay Now** feature in the Home app

* Please note that **Bank/Internet transfers are not accepted. EFTPOS and Credit Card facilities are unavailable at the service, and OSHC fees cannot be paid at the school office. Cash payments are not permitted, in accordance with the Department of Education's requirement for electronic funds transfer (EFT) only.**

Receipting

Payment receipts will appear in the **Account Summary** section of the **Finance** tab of the Primary Carer's **Home** app. Receipts are automatic and appear once payments have been cleared – please read the **Xplor Child Care Management System** information sheet for further details.

Difficulties Paying Fees

Caregivers who encounter difficulties paying OSHC fees must inform our Director. The Ridgehaven School Finance Committee can arrange a **Payment Agreement** with the Primary Carer, requiring a **Direct Debit Plan** to be setup, allowing continued use of OSHC while fees are paid.

Late & Non-Payment of Fees

Families are encouraged to pay fees within 1 to 2 weeks of billing. **Friendly Reminders** are sent for fees 14 days overdue, and **Final Notices** for those 21+ days overdue. If payment isn't made by the Final Notice date, children's enrolment and the Primary Carer's account will be suspended and referred to the service's Collection Agent. Fees collected through the agent incur administration fees, charged to the Primary Carer. The service may also pursue outstanding fees through the Small Claims Court.



Fee Assistance

Two forms of Fee Assistance are available to reduce families' out-of-pocket OSHC expenses. Administered by Services Australia (Centrelink), these are available to Australian residents using OSHC.

Child Care Subsidy - CCS

To be eligible for CCS, the following criteria must be met

- the person claiming CCS must
 - meet Australian residency criteria, and
 - meet the Child Care Subsidy activity test, or be eligible for exemption and
 - be liable to pay for care under a Complying Written Agreement with their childcare provider
- the child must
 - be 13 years or under and not attending secondary school and
 - be a 'Family Tax Benefit child' or 'regular care child' and
 - meet immunisation requirements

To apply for CCS, caregivers should contact **Services Australia** on **13 61 50**, use the **Centrelink Express** app, visit **MyGov** online, or go to a **Services Australia Office**. After assessment, applicants will receive notification of their CCS percentage and eligible hours per fortnight per child. This information is linked to the applicant's and child's Services Australia **Customer Reference Numbers**, which must be provided during enrolment to apply CCS to OSHC fees.

CCS is applied to OSHC fees each time care is used, with the Primary Carer billed for the 'Gap' fees – the difference between OSHC fees and CCS. Late Fees or other charges (e.g., hats, meals) are **NOT** subject to CCS.

A **CCS Calculator** is available on the Services Australia website to estimate the subsidy amount a caregiver may receive – please note that this is a guide and may not be .

Additional Child Care Subsidy - ACCS

Additional Child Care Subsidy (ACCS) is designed to support:

- grandparents who are primary carers
- families experiencing temporary financial hardship
- families transitioning from income support to work
- child wellbeing/at risk

Primary carers who receive CCS and meet any of this criterion should contact Services Australia to discuss an ACCS application.

If approved, ACCS is paid on top of CCS and, in most cases, will cover all Gap fees.

Families who require practical help to support their children's safety and wellbeing can apply for ACCS through the service, but must have supporting documentary evidence e.g., Social Worker/DCP letter.

Please read the **Government Fee Assistance** information in our Enrolment Pack or contact Services Australia for more information.

Bookings, Cancellations & Absences



Bookings

Children must be booked into ALL OSHC sessions. These can be

- **Regular bookings** – regular pattern of attendance each week, on-going
- **Casual booking** – periodic attendance when care is required

Bookings are submitted through the **Home** app with push notifications sent once they have been accepted. All bookings, past and future, can be viewed in the **Bookings** tab on the **Home** app.

Booking Waitlists

If a session is full, bookings will be placed on the **Waitlist**, until space opens or the booking is rejected. The Primary Carer is notified of waitlist status via **Push Notifications** on the **Home** app. If a space becomes available, the first request on the waitlist is auto-filled, and the Primary Carer is notified.

Cancellations

ALL BOOKINGS MUST BE CANCELLED

Failure to cancel bookings will result in session fees being charged. Cancellation requests can only be submitted through the **Home** app.

To avoid charge, cancellation of all booked sessions must be made by these cut-off times:

- **Before School Care, After School Care and Early Closure Days** - by **12pm 2 days** before the booking.
- **Pupil Free and Vacation Care Days** - by the **cut-off date** stated in programs

There will be no charge if

- a medical certificate is supplied before close of business the day of the booking – this only covers the child listed on the certificate.
- a child is sent home by the school – this only extends to the child sent home, not siblings.

Allowable Absences

Allowable Absences are unattended bookings that incur fees and appear as 'ALLOWABLE ABSENCE' on statements. CCS covers 44 Allowable Absences per financial year; additional absences are charged full fee. Allowable Absences reset on July 1 each year.

Signing IN/OUT of OSHC

To receive Government Fee Assistance, children must be signed IN and OUT of **ALL** session by an authorised person, as required by Family Assistance Law. Signing is done digitally via Xplor **Home** or **Hub** on a tablet in the foyer. Access is limited to Primary and additional carers and emergency contacts, who must set up a digital PIN for login and signing.

Late Collection

Children must be collected by 6:15 pm. A late fee of **\$15.00 per child/15 minutes** applies, with no exceptions. Caregivers should notify the service if unable to collect by 6:15 pm. If no contact is made, emergency contacts will be called, and if unsuccessful, the police will be notified. Late Fees do not qualify for CCS.



Policies & Procedures

All OSHC policies and procedures comply with National Laws and Regulations and are regularly reviewed. Selected policies are available on the school website and displayed throughout the service. All our policies, in full, are located in the **OSHC Policy Folder** in the OSHC foyer, and are available to families, upon request.

Behaviour Guidance

Children are expected to behave safely and appropriately in OSHC. Expectations and consequences are regularly reviewed for clarity and consistency.

Minor issues may occasionally arise and will be addressed fairly and consistently, in accordance with our **Behaviour Guidance Policy**. The following steps will be taken if undesired/unsafe behaviour occurs

1. A verbal warning will be issued to clarify which behaviours and actions are safe and acceptable
2. If unsafe/undesired actions continue, the child will be separated from the main group to reflect on and discuss their behaviour with an educator. The discussion will include:
 - the OSHC expectations that were not met
 - the child's perspective on why the service holds that expectation
 - safe and desired actions that can be taken, with the child setting their own expectations

The educator will discuss the incident with the person collecting the child, and a note will be recorded in the child's **Development Notes**.

3. If the behaviour persists or a serious incident occurs that endangers others, the caregiver will be contacted to collect the child promptly.
4. Suspension from OSHC is a last resort, used only if all efforts to guide behaviour fail and involves consultation with the OSHC Advisory Committee. A meeting with caregivers will discuss the incident, and a **Behaviour Support Plan** may be required for re-admittance, developed collaboratively with the Director, service management, the child, and their family.

The OSHC Advisory Committee may terminate enrolment if a serious incident occurs or if unsafe behaviour persists despite all support efforts. The **Behaviour Guidance Policy** is available upon request. OSHC collaborates with Ridgheaven School to ensure consistent behaviour guidance policies and individual Behaviour Support Plans. Families should inform the Director if their child has a Behaviour Support Plan in class.

Guiding Positive Behaviour

We recognise and celebrate children as they strive to be their best in OSHC. Our expectations are guided by the **Keys To Success** and school values and **TEAM Culture**, ensuring consistent behaviour standards between school and OSHC.

Cool Cards are awarded to children who demonstrate outstanding achievements in the 4 core elements of our **TEAM culture**: *Being Brave*, *Having Reasons*, striving for *Personal Best*, making *Strong Decisions* and using the **Golden Rule** – treat others as you wish to be treated.

Brownie Points acknowledge and reward children for demonstrating TEAM culture and positive behaviour in OSHC. Brownie stickers are awarded to individuals or groups and are placed on our Brownie Chart in the Play Room. Children set goals and choose their rewards once the chart is filled, with things like special afternoon teas, incursions, excursions, or new equipment.

Policies & Procedures



Health & Safety

Accidents & Injuries

An Industrial First Aid kit and individual First Aid bags are maintained in OSHC and carried by educators during outdoor and off-site activities. At least one educator with First Aid qualifications is present at each OSHC session.

In the event of an accident/injury, educators will take the following actions

1. Assess injuries and evaluate severity
2. Provide First Aid as appropriate*
3. Contact caregivers or emergency contacts
4. In the case of a severe/life threatening injury, contact doctor/ambulance

***Educators will administer First Aid to the best of their knowledge and abilities.**

All First Aid treatment is recorded on a digital **Incident, Injury, Trauma & Illness form** through Xplor, as per ECEC regulations, and requires the signature of the person collecting the afflicted child. An incident/injury notification is sent to the Primary Carer via the Home app. The service is not responsible for costs related to treatment, such as ambulance or medical appointments. Current medical details, including the child's medical practice and health benefits, must be provided during enrolment and updated as needed.

Illnesses

Children who are unwell or have contagious conditions like Chicken Pox, Measles, Mumps, Conjunctivitis, or Head Lice cannot attend OSHC. Caregivers should keep them home and seek medical advice.

If a child becomes unwell at OSHC, they will be cared for separately, and caregivers or emergency contacts will be notified for collection. First Aid will be provided if needed. The service will follow health agency directions during infectious disease outbreaks and communicate updates to families through standard channels.

Medication

Most prescribed medications can be administered at OSHC for short-term or long-term conditions. The Primary carer must supply the medication in its originally dispensed packaging and complete a **Medication Agreement**, available from the service or the prescribing healthcare professional. This **MUST** include:

- the name of the medication
- the name of the prescribing medical professional
- the condition it has been prescribed for
- dosage amount
- frequency and route

At no time will patent/over the counter medication e.g., Panadol, etc., be given to children without written consent from a doctor or other medical professional



Policies & Procedures

Medication cont.

Children over 8 years of age can self-administer medication under educator supervision, with consent given in the **Medication Agreement**. At least two educators will supervise and record all medication administration in the child's **Medication Record**. If medication is given unscheduled, the Primary Carer will receive a notification with details via the **Home** app.

Medication for long-term conditions like Asthma, Anaphylaxis, or allergies must be permanently stored at OSHC. Further details are provided in the Health Support section below.

Health documents and medication audits, including expiry checks, are conducted regularly. The Primary Carer will be notified 1 month and again at 1 week before medication expiry and must provide in-date medication by the expiry date. Failure to do so will result in suspended attendance until medication is supplied, with **no exceptions**.

Caregivers should inform educators if their child has taken medication before attending OSHC, including possible side effects like drowsiness or nausea, to ensure correct administration frequency if needed again.

Health Support

Children with additional needs or long-term health conditions will receive support at OSHC. Support and, in some cases depending on health condition, funding are available to ensure successful inclusion.

If a child has a health condition, the Primary Carer must inform the service before completing enrolment. A **Health Support Pack** will be provided, containing the following documents:

- Health Support Information sheet
- OSHC Health Support Policy
- Condition-specific Health Action Plan
- Medication Agreement
- Medical information and Individual First Aid Plan
- Samples of OSHC's Medication Expiry and Health Care Plan Review slips

Caregivers should review all documents in this pack to understand the responsibilities and limitations regarding medication administration. **Health Care/Individual First Aid Plans** and the **Medication Agreement** should be completed by the child's medical professional.

***Digital copies of these documents must be uploaded to a child's enrolment form for the enrolment to be successfully submitted.**

After enrolment, a **Health Risk Minimisation and Communication Plan** will be developed by the Director, in consultation with a child's Health Care documents, their family and medical professional, if applicable. This plan details how OSHC will minimise the child's risk of exposure to known allergens/triggers and the steps to take if exposure occurs.

All health-related documents will be shared and stored according to the service's **Confidentiality and Privacy Policy** and **SA Information Sharing Guidelines**. Please refer to the **Confidentiality and Privacy** section.

Policies & Procedures



Immunisation

Immunisation is required to protect against infectious diseases. Children enrolling in approved care must meet Federal Government **No Jab, No Play** requirements to qualify for Fee Assistance. Please see **Immunisation Requirements** on the Services Australia website.

Children's immunisation status must be provided on the digital enrolment form

- **For school age children** – check the **Immunisation** box
- **For preschool children** – check the **Immunisation** box and upload **Immunisation History Record**

Unimmunised children will be excluded from care during an outbreak of a disease they are not immunised against, in accordance with the service's **Access to Service** and **Health policies**.

Additional Needs Support

Children with additional needs will have access to OSHC under the following circumstances:

- there are enrolment vacancies
- they fall within the service's **Access to Service** and **Government Priority of Access Guidelines**
- their safety and wellbeing can be supported

Support for services, children, and families is available through the federal government's **Inclusion Support Program**. **Gowrie SA**, South Australia's Inclusion Support agency, provides advice and guidance for supporting children's inclusion in education and care settings. This includes professional support for educator training, financial support for resources, equipment, and hiring additional educators to improve ratios. Caregivers should discuss any additional needs with the Director before enrolling.

Dietary Support

OSHC supports all children's dietary requirements. Caregivers must note any dietary information on the Enrolment form. Dietary options are available during all OSHC mealtimes (breakfast, afternoon tea, special meals).

***Due to severe nut allergies, products containing nuts and some seeds are excluded from OSHC menus. Families are strongly encouraged not to send foods containing nuts. Children with such foods will be supervised to ensure safe disposal and cleanup.**

Sun Safety

Ridgehaven OSHC is a Cancer Council of Australia recognised SunSmart service. We educate children about Sun Safety through accredited programs and our **Sun Safety policy** follows SunSmart and Cancer Council recommendations.

All children must wear a hat for outdoor activities; acceptable styles are Wide Brim, Bucket, and Legionnaire. OSHC provides hats free of charge, which must remain on-site in named bags. Families must replace lost or damaged hats, currently priced at \$14.00, billed to the OSHC account.

Following Cancer Council recommendations on UV exposure and Vitamin D, our policy on hats is relaxed from May to August. If the UV rating is below 3 on the BOM website, hats are not required. Educators check UV levels daily to advise on hat use. Hats are mandatory at all other times of the year.



Policies & Procedures

Sun Safety

SPF 50+ Broad Spectrum Water Resistant sunscreen is available for children to use. Caregivers should sign the consent statement on the Enrolment Form for educators to apply sunscreen. Long-sleeve cotton tops and pants are encouraged for outdoor activities. Where possible outdoor activities are scheduled before 10 am and after 3 pm, especially when temperatures exceed 34°C, and children will be encouraged to use shaded areas to play. Excursions may be cancelled or rescheduled if temperatures are forecasted above 34°C.

Nutrition & Food Safety

The service promotes children's health and healthy eating. Our Breakfast and Afternoon Tea menus align with the **Australian Government's 'Healthy Eating Guidelines'** and the **Department for Education's 'Right Bite Food & Drink Supply Standards'**.

Food served is varied, nutritious, and caters to children's tastes and needs. Our program offers regular opportunities for children to explore and choose healthy foods, guided by health information.

We discourage families packing foods high in sugar, fat, or additives, and those containing nuts for meals during Pupil Free Day and Vacation Care programs. Educators may offer healthier alternatives if needed. Soft drinks, energy drinks, and items containing caffeine are not allowed.

If a child lacks adequate food at Vacation Care, a meal (sandwich and fruit) is provided for **\$2.50**, and water for **\$1.00** if needed on excursions. These costs are added to family accounts and do not qualify for Government Fee Assistance.

State Government regulations ensure proper food handling, sale, and service across food supply services in the state. Ridgehaven OSHC complies by undergoing annual **Food Safety** audits by the Tea Tree Gully Council. Our Director is trained as a **Food Safety Supervisor**, and oversees food purchasing, preparation, service, and storage. Educators regularly receive **Food and Food Handling** training.

Full **Food and Nutrition, Food Safety, and Food Handling Policies** are available upon request.

General Health & Safety

The service maintains a strict policy prohibiting illicit drugs, tobacco, and alcohol.

Educators are fully informed of their responsibilities and are not allowed on the service or school premises under the influence of drugs or alcohol.

Additionally, all other adults are prohibited from consuming these substances on site. Adults suspected of being under the influence will not be permitted to remove children from the premises unless accompanied by a responsible adult.

Policies & Procedures



Child Protection

On-site Safety

- Children attending the service will always be supervised by a paid staff member, regardless of location. A minimum of two educators will be present at each OSHC/Vacation Care session, ensuring compliance with all educator-to-child ratios in accordance with National and State Regulations.
- **Evacuation** and **invacuation** procedures are clearly displayed in each OSHC room. Regular drills are carried out each term during Before and After School Care and Vac Care sessions.
- **Bullying, Harassment, and Threat procedures** have been developed in alignment with the school and are prominently displayed in OSHC. Educators regularly engage children in discussions about 'Rights and Responsibilities'.
- Educators are trained in **First Aid, Emergency Asthma and Anaphylaxis Treatment**. A minimum of 1 trained educator is always on-site.
- All educators hold current certification in **Responding to the Risk of Harm, Abuse and Neglect**. This is the recognition and disclosure of suspected child harm, abuse and neglect.
- During employment induction, all educators are informed of their responsibilities concerning **Occupational Health and Safety** and **Child Protection**. This encompasses safeguarding both their personal safety and the safety of the children.
- All children must be signed in and out of each OSHC/Vacation Care session by an authorised adult. An authorised adult is defined as someone over the age of 16 who is either listed on the child's Enrolment Form or has been granted collection authority by the enrolling caregiver.
- If someone not listed on the Enrolment Form needs to collect a child, the Primary Carer must add them to the list of authorised individuals via the **Home** app and provide educators with the person's full name. The individual will be required to present photo identification before the child is released to them.
- All custody and access issues related to a child must be disclosed, either on the Enrolment Form or by providing the Director with a copy of **Court Orders** or **Parenting Plans**. A child will not be released to an adult in conflict with court-ordered visitation schedules unless prior written authorisation is provided by the caregiver with current custody.
- New, Preschool and Early Years children (Reception to Year 2) will be escorted to and from class each day by an educator.
- **Non-attendance procedures** are implemented if a child does not arrive at the service by 3:15 pm for an After School Care session. Educators will adhere to the following steps:
 - Step 1** : Contact the school office to determine if the child attended that day. If unsuccessful, continue to
 - Step 2** : Contact the child's caregiver/s to determine whether the child was collected from school.
 - Step 3** : If the child was not collected from school and contact with a caregiver or authorised contact is unsuccessful, educators will reach out to the school liaison and, if necessary, the police.
- Children participating in after-school activities, such as sports training on the school site, must first come to OSHC to be signed into the session. They will be signed out when leaving for the activity, with an educator escorting them to and from the activity and signed back in upon their return to OSHC.
- Children will not be permitted to leave the service with unauthorised individuals or walk home without prior written consent from a caregiver. If walking home, caregivers must notify OSHC in writing. Once a child leaves school grounds, educators are not responsible for their safety. Caregivers should contact OSHC when the child arrives home.



Policies & Procedures

Online (Cyber) Safety

- Educators closely monitor children's internet access, while site internet administrators oversee traffic and the Department for Education's **SWIFT** software blocks unsafe or inappropriate sites.
- The service follows the Department for Education's policies for **Information Technology** and **Internet usage**, including the **Acceptable Use Policy**, **Cyber Safety Guidelines**, and **ICT Security Policy**. Children are granted internet access only for purposes deemed acceptable by educators, such as using search engines for homework.
- Personal **mobile phones**, are prohibited at the service and will be securely stored and returned to an adult upon collection. **iPads**, **tablets**, **laptops** and other **devices** may be brought for planned electronics days, held on Pupil Free Days and during Vacation Care, where devices, with off-line pre-installed programs are allowed for gaming purposes only.
- Children are educated about cyberbullying through the service's regular activities focused on bullying and harassment. They participate in activities designed to help them identify online bullying and harassment, learn effective methods for dealing with and reporting such incidents, and develop support networks within the service and school.

Off-site Safety

- Consent is required for all children to participate in off-site excursions. Consent forms will be sent to families before each excursion, detailing:
 - destination and activities
 - departure, session and return times
 - transport method
 - number of children and educator to child ratio
 - relevant safety information
- A thorough risk assessment is conducted before each excursion. See the **Risk Assessment** section for details.
- Nationally regulated educator-to-child ratios are maintained on all excursions, with a minimum of 1 educator per 8 children. This ratio increases for children with additional needs, swimming/water excursions, or when a significant risk is identified.
- Children are always supervised by educators during excursions. They are never left alone with non-employees, including during bathroom visits. As most of our educators are female, boys will use bathrooms in groups. If needed, boys may be accompanied into female/unisex bathrooms for safety.
- Whenever possible, excursions are planned to indoor venues or outdoor areas with clear boundaries. In large open areas, children are divided into small groups, each supervised by an educator.
- Before departure, excursion meetings inform children about the destination, activities, accompanying educators, behaviour expectations, consequences, and any limitations. Expectations and boundaries are reiterated upon arrival.
- An Excursion Folder containing excursion details, medical and health documents and risk assessments is taken on all off-site excursions.
- The service's mobile phone, with access to Xplor is taken on all off-site excursions, giving educators access to emergency contact details and attendance lists.
- Regular headcounts and roll calls are conducted throughout excursions and digitally recorded in Xplor for safety and compliance audits.
- Children must wear their red OSHC hats and school tops during all outdoor activities for health reasons and easy identification.
- Educators will wear high-visibility vests during excursions to ensure children can easily identify them when needed.
- Educators take walkie-talkies on excursions to facilitate easy communication.

Policies & Procedures



Risk Management Plans

Risk Management Plans are integral to the service's **Health and Safety, Inclusion, and Excursion policies**, guiding procedures, programming, and planning.

Risk Management Plans are developed as part of the service's

- General safety audits
- Strategic Inclusion Plans
- Excursions and Incursions

The Director is responsible for completing all **Risk Management Plans**, while all educators ensure adherence to these plans.

A **Risk Management Plan** is developed for each off-site excursion organised as part of the service program.

It contains the following information

- The date and destination of the excursion – physical address
- The time the group leave the service, total travel time, time at the venue and approximate arrival time back at the service
- The method of transport and, if applicable, who is providing it – if a vehicle, does it have seatbelts
- The possible route of travel to and from the venue.
- The timeline of activities being undertaken
- The service and venue exit/re-entry procedures.
- A checklist of equipment required for the excursion
- The total number of children attending and the educator to child ratio
- A list of educators attending the excursion
- The Risk matrix and Risk assessment
- Venue/transport safety information
- The person responsible for completing the Risk Assessment

To complete the **Risk Assessment**, the excursion organiser, usually the Director, will research the venue and transport method to identify potential hazards or risks before, during, and after the excursion. The age and developmental levels of the attending children are also considered in the **Risk Management Plan**.

If a risk or hazard is identified, the Director or excursion organiser will decide whether to proceed with the excursion. Modifications may be made, or certain areas may be marked 'out-of-bounds' to minimise exposure to potential risks. These adjustments will be documented in the **Risk Assessment**. **Risk Management Plans** will accompany the group on each excursion and be amended as needed. All **Risk Management Plans** are available for families to review before each planned excursion.

Health Risk Minimisation & Communication

A Health Risk Minimisation Plan is created for each child with a long-term medical condition, like asthma, anaphylaxis, or diabetes. Developed in collaboration with caregivers and medical practitioners, these plans outline steps to minimise exposure to allergens or triggers and actions to take if exposure occurs. Plans are reviewed and updated annually, with caregivers required to review and sign them.

Health Risk Minimisation Plans will accompany individual Health Action Plans and children's medication when leaving the service site.



Policies & Procedures

Access to Service

The service is available to preschool and primary school-aged children. Families do not need to be Australian residents to access care.

Access to Service

The service follows the Australian Government's **Priority of Access Guidelines** when filling vacancies:

- **Priority 1.** – a child at risk of serious abuse or neglect
- **Priority 2.** – a child of a single caregiver who satisfies, or of caregivers who both satisfy, the CCS Activity test under section 4 *A New Tax System (Family Assistance) Act 1999*
- **Priority 3.** – any other child within these main categories, priority will be given to the following children:
 - children of Aboriginal and Torres Strait Islander families
 - children of families of low income
 - children of families from culturally and linguistically diverse backgrounds
 - children of socially isolated families
 - children of single caregivers

Access will also be given to children with disabilities and additional needs where they meet the above Priority of Access Guidelines. Professional and financial support is available to services to assist in the inclusion of children with additional needs.

In the case of a 'booked out' session, children will be placed on a waiting list with vacancies allocated as follows:

1. children at risk of abuse and neglect
2. families in crisis
3. families with work, work-related or study commitments
4. other families needing care.

Exclusion from the Service

Where there is space, no child, who falls within the **Priority of Access Guidelines**, will be denied access to the service. Children may be temporarily excluded from the service if

1. there is an outbreak of an infectious disease that a child has not been immunised against.
2. a child contracts an infectious disease
3. a child suffering from an ongoing medical condition does not have sufficient or in-date medication that must be administered during a medical emergency
4. a place must be made vacant for a child of a higher priority to attend the service. In this case, the family will be given at least 14 days' notice to find other care alternatives.
5. a child's behaviour is seriously inappropriate, dangerous or violent. The decision to exclude a child from care for this reason, will be at the discretion of the Ridgehaven School Governing Council, based on information/opinion of the Director, upon consultation with the child's family.
6. a family has an overdue account and has not arranged payment with the service or has failed to honour their payment agreement.

Re-admittance is at the discretion of the Ridgehaven School Governing Council. Children recovering from an infectious disease need medical clearance. Caregivers disagreeing with exclusion or re-admittance conditions should follow the **Grievance Procedures** in this booklet.

National Quality Framework



"In December 2010, all Australian Governments agreed to a partnership to establish a National Quality Framework for Early Childhood Education and Care for long day care, preschools, family day care and out of school hours care services in Australia.

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care" (National Quality Framework Resource Kit, ACECQA, Oct 2011, sec 1 pg.3)

"The National Quality Standard sets the benchmark for the quality of education and care services. It also gives services and families a better understanding of a quality service. It will enable families to make informed decisions about the services providing education and care to their child. The National Quality Standard is a key aspect of the National Quality Framework and brings together all seven key quality areas that are important to outcomes to children"

(National Quality Framework Resource Kit, ACECQA, Oct 2011, sec 3 pg. 9)

The National Quality Standard

The seven Quality Areas are as follows:

Quality Area 1 - Educational programs and practice

Quality Area 2 - **Children's Health and safety**

Quality Area 3 - **Physical Environment**

Quality Area 4 - **Staffing Arrangements**

Quality Area 5 - **Relationships with Children**

Quality Area 6 - **Collaborative partnerships with families and communities**

Quality Area 7 - **Governance and Leadership**

Each area contains standards and elements that all education and care providers must meet. Services are regularly accredited, with frequency depending on their rating. A service rated as "Significant Improvement Required" undergoes annual accreditation, while a service rated "Exceeds National Quality Standard" is accredited every 2 to 3 years.

Steps to Attaining a Rating

Services follow several steps to attain a rating.

- **Step 1 Self-Assessment:** the service must annually compare its current practices to the National Quality Framework, guided by the National Quality Standards, to identify strengths and areas needing improvement.
- **Step 2 Quality Improvement Plan:** After completing the Self-Assessment, the service develops a Quality Improvement Plan (QIP) to address identified areas for improvement. QIPs are updated throughout the year with regular practice reviews.
- **Step 3 Notification of Commencement of Accreditation:** the Education Standards Board (ESB) notifies the service of re-accreditation. The service must then submit the QIP to the ESB.
- **Step 4 Assessment Visit:** An authorised officer will visit the service to observe practices, review policies, and assess compliance with the National Quality Standards. They will then submit a report to the ESB.
- **Step 5 Rating:** The ESB will review the report and QIP and give the service a rating of either
 - **Exceeds National Quality Standard:** a service is exceeding the National Quality Standard
 - **Meets National Quality Standard:** a service is meeting National Quality Standards.
 - **Working Towards National Quality Standard:** a service is working towards meeting the National Quality Standard
 - **Significant Improvement Required:** a service is not meeting the National Quality Standard and that the regulator is working closely with the service to immediately improve its quality.

Services who receive a rating of 'Exceeds National Quality Standard' may apply for an *Excellence* rating if they receive 'Exceeds' for all 7 Quality Areas.

Ridgehaven OSHC underwent its 2nd Accreditation in 2023 and received an overall rating of **MEETING NATIONAL STANDARD**. We are due to be re-accredited in 3-5 years time.



Learning & Assessment

Educators at Ridgehaven Out of School Hours Care believe children thrive in an inclusive, safe, tolerant, stimulating, and caring environment. Critical reflection is integral to all routines, guiding practices and programs. Feedback is gathered from children during attendance through weekly reviews and regular formal and informal feedback, allowing them to express their views. This input, along with the strategies below, forms the foundation of all programs.

Child Profile Records

Child Profiles are maintained for all attending children, including enrolment, medical, health, access/custody details, and profile records. Twice a year and upon enrolment, children and caregivers complete a **Profile Record** with information about each child:

- Interests and hobbies
- Likes and dislikes
- Skills and strengths
- Challenges and Areas to work on
- Goals and Ambitions

Educators use this information to create programs that address all children's needs, enhancing strengths and skills while supporting challenging areas. Each **Child Profile** also includes copies of children's work, photos, and caregiver communications and can be viewed by families upon request.

Observations & Learning Stories

Educators regularly observe children, both formally and informally, to inform program development and individual assessments. **Learning Stories** are completed daily and highlight the activities, interactions, challenges, successes, and achieved learning outcomes, both personal and under the National Framework for School Age Care.

They are a tool that offers educators of snapshot of children's learning in real time and insights into their abilities and challenges, enabling the creation of programs that support social, emotional, and cognitive development. They allow educators to reflect on past learning, link to **Profile Records**, and suggest learning extensions, contributing to future program development.

Educators use **Learning Stories** to evaluate program effectiveness and monitor children's social interactions and behaviours, which can be shared with caregivers. Completed during supervised activities, these stories are uploaded to our Xplor Platform, allowing families to view and share them with their children via the Home app.

Development Notes

Educators create **Development Notes** based on informal observations and interactions with children. These notes capture achievements, special events, significant interactions, behaviour incidents, and other important developmental information. They also include insights from children's **Profile Records** and communications from caregivers and teachers, providing a snapshot of a child's development during their time at the service. Like Learning Stories, **Development Notes** inform program development and can be viewed by families through the Xplor Home app.

Feedback & Grievances



Feedback

Feedback is crucial for OSHC to maintain quality care for families. We welcome comments on our services, staff, programs, and procedures through various methods.

- **General Feedback** is able to be given to educators at any time via Xplor's **Home** app.
- **Term and Program-specific Feedback** are digital surveys posted on OSHC's Facebook page and sent via email. They seek feedback from families on recent programs and assist in providing ideas for upcoming term and Vacation Care programs.
- **Educator and Child Reviews** - Weekly reviews are conducted by educators and children. Educators assess the previous week during staff meetings, noting successes, focus areas, and strategies. Children provide feedback in **Yarning Circles**, discussing likes, dislikes, and future ideas. This feedback guides programming.
- The **Think Tank** is a fun, interactive feedback method. Children write comments on 'feedback' fish, which are displayed on a fish tank in the Main Room. These are collected weekly and included in service reviews.

Feedback is sought during policy reviews, inviting family opinions on service policies. During self-assessment and re-accreditation, families contribute to Quality Improvement and Strategic Inclusion Plans. All feedback is collated and discussed in staff and management meetings. Educators may inform families of changes made from their suggestions. Anonymity and confidentiality are respected.

Grievances

If a caregiver, child, or educator has a grievance, they should first discuss it with the Director, where most issues are resolved. The Director records grievances in the Grievance Record, noting progress and outcomes, and informs the caregiver and OSHC Advisory Committee. If unresolved locally, or if the grievance involves the Director, further steps will be taken.

1. The Director will raise the issue with the Line Manager, Advisory Committee or Governing Council. Alternatively, the caregiver may write directly to management.
2. The OSHC Advisory Committee/Governing Council will advise the Director of its decision, and this will be conveyed to the caregiver.
3. If the caregiver still feels the problem has not been resolved satisfactorily, they can request a meeting with the Chairperson of the Governing Council. The grievance will be discussed at the next Council meeting, and the caregiver informed of the decision in writing.
4. In extraordinary cases, outside assistance/mediation may be sort. All parties will be informed of progress and outcomes in a timely fashion.

When necessary, grievances and their handling will be reported to the Regulatory Authority. If a breach of national law or regulations is identified, the Authority may conduct further investigations. All grievances are treated as important, handled confidentially, and addressed promptly and professionally.



Confidentiality & Privacy

Ridgehaven Out of School Hours Care safeguards the privacy and confidentiality of individuals by securely storing all information related to clientele, employees, and the operator. Access to this information is restricted to those with a legal right or those who need it to fulfil their responsibilities within the service.

- To protect the privacy and confidentiality of all stakeholders (children, families, educators and management),
- all personal information will be stored securely and disposed of appropriately (shredded/archived) when record retention periods have elapsed.
 - personal information will only be made accessible/disclosed to those who have a legal right to access to it to fulfil their role within or outside of the service.
 - educators will be informed of
 - what information is to be kept private and confidential.
 - who has legal access to confidential information.
 - the storage and exchange of confidential information.
 - what manner confidential conversations will be conducted in
 - volunteers, students and visitors will be informed of their responsibilities regarding the publication of names and images of service educators, children and caregivers.
 - all service-related matters, including information about the operator, employees and clientele, will not be discussed outside the service or to anyone not directly affiliated with the service.
 - written consent will be obtained before the personal details and/or images of any child, caregiver, educator or management member is displayed or published.
 - the exchange of confidential information will be conducted in private, away from others.
 - accounts and other private communication will be distributed to families digitally or in sealed envelopes.
- *To ensure the safety and welfare of children, certain information, such as custody/access, illness/medication, etc. will be made known to all educators caring for children.**

Information Sharing Guidelines

In certain situations, sharing information with external parties may be necessary to ensure a child's development, safety, or wellbeing. In such cases, the service will adhere to the **SA Government's Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People, and Families (ISG)** available at www.qcyp.sa.gov.au.

Under the ISG, families' consent for the sharing of personal information about their child will be sought and respected in all situations unless:

- **it is unsafe/impossible to gain consent or consent has been refused and**
- **without information being shared, a child or children will be at increased risk of serious harm.**

The aim of information sharing under the ISG is to protect and promote the safety and wellbeing of children, young people and their families. The service works with caregivers and other agencies to achieve that aim. Caregivers are strongly encouraged to share all information relevant to their child's capacity to enjoy and benefit from care

- by using the *Any Other Information*, section of the OSHC Enrolment Form, and/or
- in discussions with educators at the time of enrolment, and/or
- in discussion with educators at any time during attendance.

Individuals who feel that the service's Confidentiality & Privacy policies have been breached should follow the service's Grievance Procedures

Communication & Partnerships with Families



Family Involvement

Ridgehaven School Governing Council

The **Governing Council** operates the OSHC, with sub-committees like Grounds, Finance, and OSHC comprising school staff, leadership, caregivers, and community members. The Governing Council meets several times each term. Caregivers interested in joining should contact the principal.

OSHC Advisory Committee

The **OSHC Advisory Committee** includes the OSHC Director, school Principal, business manager, Governing Council chair, and interested caregivers. They meet twice per term to discuss budgets, staffing, policies, programming, marketing, promotions, and fundraising. Meetings last one hour at a mutually convenient time. Caregivers can contribute to the agenda by speaking with the Director, who will raise their issues. Meeting dates are in the OSHC Term Calendar, which is posted on the service's Facebook page and sent via email at the commencement of each term. For more information about joining, caregivers should contact the Director.

General Involvement

OSHC values the contributions of all stakeholders and encourages caregiver participation through idea sheets, surveys, questionnaires, feedback forms, and verbal input. While not mandatory, feedback during self-assessment, policy reviews, and accreditation is highly valued. Most service correspondence is digital, requiring prompt responses. Educators appreciate timely returns of information. Families should update the service with any changes to email addresses and mobile numbers.

Caregivers are welcome to share their skills and interests in OSHC program themes, such as cooking, art, crafts, sharing heritage, or accompanying groups on excursions. Please contact the Director to arrange a visit.

Communication

Caregivers will receive regular updates about OSHC activities through monthly newsletters, in-house notice boards, Xplor Home app messages, emails, and the service's and school's Facebook pages.

OSHC educators are available for discussions, ensuring supervision duties are not compromised. Preferred times for conversations are as follows:

- **Before School:** 8:45am – 9:30am
- **After School:** 2:30pm – 3:00pm
- **During School Hours:** 9:00am – 3:00pm: call OSHC Mob.0419 803 056

Educators encourage caregivers to speak to them to arrange a mutually convenient time or if the query is not urgent, caregivers can submit their query via their Xplor **Home** app.



Volunteers, Visitors, Work Experience & Student Placement

Volunteers, visitors, and work experience/placement students are welcome at OSHC, enriching programs and offering valuable learning opportunities for themselves, children, and educators. In accordance with the service's Child Protection, Code of Conduct, and Volunteers and Work Experience and Visitors policies, they will never be left alone to supervise children.

All volunteers, visitors and students will meet with the Director and receive an Induction Pack prior to commencing their placement/visit. This pack will include

- Welcome to OSHC letter
- the service's Statement of Philosophy
- the service's and Early Childhood Australia's Code of Conduct
- the service's Child Protection and Confidentiality & Privacy policies
- Non-employee Details form
- Documentation checklist

Volunteers will also be required to complete the school's **Volunteer Training**. These sessions cover areas such as First Aid, Mandated Notification, Occupational Health & Safety, etc. and are run by the school's Principal. Please check to dates of Volunteer Training with the school office.

All legal documents must be completed before a student begins work experience or placement at the service, provided by the student's educational institution. Placement cannot commence until these documents are returned to the institution.

Students must provide the Director with details of required tasks during placement, allowing adjustments to routines, programs, and supervision rosters. Those completing observations must understand their responsibilities under the service's Child Protection, Privacy, and Confidentiality Policies. They are not permitted to discuss service-related matters, take photos or videos, or name any educator, child, or family without prior written consent.

Work experience/placement students and certain visitors must have appropriate insurance coverage. If arranged by an educational institution, students are typically covered through the institution, but they must verify this themselves.

All volunteers, visitors, and students over 18 must have a valid Working With Children Check, conducted through the Department of Human Services, and provide a copy to the Director before beginning their visit.

Caregivers and children are encouraged to comment on the practices and conduct of volunteers and students.

Community Contacts



The following are a list of local government and childcare sector agencies that can assist with the inclusion of children in childcare.

For further details about how these services can assist, please speak to an educator.

- **SERVICES AUSTRALIA** **13 61 50** servicesaustralia.gov.au
- **DEPARTMENT of EDUCATION, SKILLS & EMPLOYMENT** dese.gov.au
- **GOWRIE SA (Inclusion Support)** **8234 5219** gowriesa.org.au
- **DEPARTMENT for EDUCATION** **8226 1356** education.sa.gov.au
- **FAMILIES SA** **8207 9000** my.families.sa.gov.au
- **STARTING BLOCKS** startingblocks.gov.au



OSHC Floorplan

