TECOMA PRIMARY OSHC (Out of School Hours Care)

Family handbook

2026

Introduction

Welcome to Tecoma Primary School OSHC (Out of School Hours Care). This handbook is a guide for families using our service.

Our OSHC Program aims to provide a safe, secure, and stimulating environment in which your child can play and relax both before and after school. We provide a child centred, inclusive program, which focuses on developmental, social, and recreational activities that are appropriate to the needs of all children.

The program is located in the school hall, at the front of the school car park and the children have supervised access to the school grounds. Tecoma Primary School OSHC has a firm commitment to ensure our service functions within the National Quality Framework (NQF). We pride ourselves on our ability to offer a high-quality service, with continuous improvement and open communication channels for educators, families, students, the school and outside agencies.
*For all policies relating to OSHC please see a copy on the schools website.

Philosophy

We are proud to acknowledge the Wurundjeri people of the Kulin nation as the traditional custodians of the land on which the OSHC program is run.

At Tecoma Primary OSHC we aim to provide the highest level of care and education for your child in a warm, nurturing, and safe environment. By creating a feeling of acceptance and sense of belonging, we provide an environment which enables each child to feel safe and secure. We follow the Education and Care Services National Law and Regulations, the National Quality Standards, My Time Our Place, the Frameworks for School Age Care and Victorian Early Years Learning and Development Framework to guide and enhance our program.

The program provides educationally appropriate and stimulating programs to assist in the development of the whole child, their physical, social, emotional, cognitive, and creative growth. Indoor and outdoor experiences are provided in small and large group situations. These experiences cater for each child's individual development and reflect current interests of the group or an individual child. We recognize the value of play on development. Research has found that children attain higher levels of achievement through engaging in play.

Our educational play-based programs assist each child to build and develop at their own individual rate with guidance and support by all educators:

- confidence, curiosity, and imagination
- independence and self-esteem
- respect for themselves and others
- friendly and caring behaviour
- their full potential both emotionally and physically
- foster and reinforce self-control
- an understanding and appreciation of the rights and feelings of other people

Our program reflects the full appreciation of Australia's multicultural society, enhancing the children's awareness of, and respect for, cultural differences and similarities. Our programs are designed to help your child in developing all areas for success now and in later years. "Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators' work together in partnership to support young children's learning." (Early Years Learning Framework, 2009). Tecoma Primary OSHC endeavours to create a family-like atmosphere and recognises the importance of creating a link between home and the program, where both parents and educators work in partnership to develop the child as a whole in a mutually supportive and caring environment. Children and parents are welcomed into the program regardless of culture, religious, and family beliefs and our educators are sensitive to and respectful of these practices. "When educators establish respectful and caring relationships with children and families, they are able to work together to construct curriculum and learning experiences relevant to children in their local context." (Early Years Learning Framework, 2009)

Goals

Our goals are to encourage children to:

- Have a strong sense of identity – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- Be connected with and contribute to their world – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives. The service aims for children to become socially responsible and to show respect for the environment.
- Have a strong sense of wellbeing – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- Be confident and involved learners – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences. Encourage children to communicate and make visible their ideas and theories. Collaborate with children and model reasoning, predicting, and reflecting processes and language.
- Be effective communicators – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following direction, by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Code of conduct

All educators, volunteers and ancillary staff members agree to:

- Abide by relevant legislative and National Quality Standard requirements and understand and actively implement the policies, procedures, and rules of the service.
- Value the different perspectives of educators, supporting and working collaboratively to maintain the philosophy and goals of the service.
- Contribute to creating a positive atmosphere of trust and openness through modelling respectful and courteous language and behaviour.
- Maintaining a safe environment for all including active supervision of children, compliance with Workplace Health and Safety requirements and ensuring all necessary documentation is completed.
- Treat children, families, educators, other employees, members of the School Council or visitors to the service with courtesy, respect, and consideration at all times. This includes communicating with families in a professional manner including use of calm voice.
- Only discuss confidential information or issues of the service with appropriate people within the service and not with any person outside the organisation, unless required by law.
- Resolve any conflicts with other employees or members of the School Council using the policy and procedures developed within the service.
- Represent the Service in a positive way.
- Act positively on complaints and provide services to the best of their ability.
- Strive to build a harmonious, equitable and non-discriminatory workplace.
- Wear clean, neat clothes, professionally appropriate to the type of work to be undertaken and not offensive to the children, families, or other employees.
- It is unacceptable for any employee to use any form of harassment, physical, verbal, or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the Service.
- Staff must not be under the influence of alcohol or illegal drugs.

Management Structure

Tecoma Primary School OSHC has a committee of management which is a subcommittee of Tecoma Primary School Council. This subcommittee consists of the school principal, the OSHC coordinator, educators, and a parent representative. This subcommittee meets approximately eight times per year and reports to School Council. All families that use the program are invited to be part of the subcommittee where they have the opportunity to provide program feedback and have input into the future operation of the service.

Program Details

Tecoma Primary School Outside School Hours Care
1536 Burwood Hwy, Tecoma VIC 3160
Phone: 0477 725 824
Email: oshc.tecoma.ps@education.vic.gov.au (Please note, this email address is not to be used for bookings or cancellations and is not checked daily).
We have 100 funded places.

Educators

Adelle Young: Nominated Supervisor, Educational Leader
Qualifications: Associate Diploma of Social Services, First aid
Rita Senior: Nominated Supervisor, Responsible person, Educational Leader
Qualifications: Diploma of community services, Food safety level 1 & 2, First aid
Megan Wilson: Responsible person, Educator
Qualifications: Diploma of School Age Education and Care, First aid
Annemarie Dufour: Educator
Qualifications: Cert 111 in education support, First aid
Tineka Fletcher: Educator
Qualifications: Cert 111 in Children's Services

Hours of Operation

Before School Care: 7:00am to 8:45am
After School Care: 3:30pm to 6:00pm
On the last day of Term 4 the ASC program does not operate.
Currently the program does not operate school closure days or vacation care.
Please note late collection fees will apply for children collected after close of program.

Confidentiality

Educators are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential or private information regarding educators, children, or families. All private information is stored in a safe lockable room.

Communication

Communication is a vital component to providing a quality service to families. An educator is available between 7am to 9am and 3pm to 6pm, or by appointment, to discuss any issues or concerns you may have. However due to required ratios, it may be necessary to make an appointment if you wish to speak in private away from children and other educators.

Parent Involvement

All parents are encouraged to provide program feedback which will be carefully considered and discussed with the OSHC subcommittee. It is an opportunity for program improvement and helps build stronger positive relationships with families. Feel free to chat to any educator with ideas or feedback, organise a one-on-one appointment with an educator, or e-mail your ideas and feedback. We are always happy for families to share any special skills or anything about their culture with the program. Let us know if you would like to share something special with the children. To be in the program for this, you will need a Working with Children's Check.

Staffing

OSHC staffing requirements are in line with the NQF. All educators are fully qualified or are working towards completing qualifications as per the National Quality Framework guidelines. All OSHC educators have a first aid qualification, are trained in asthma management, anaphylaxis management and mandatory reporting and other obligations. Staffing ratio is 1:15, however, we have elected to always have a minimum of 2 staff on during all sessions to ensure safety and quality of service.

Child Care Subsidy (CCS)

The Child Care Subsidy is the primary way the Government assists families with their childcare fees.

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

- The child must be aged 13 or under and not attending secondary school, except in certain circumstances.
- The child meeting immunisation requirements.
- The individual or their partner, meeting the residency requirements listed in the legislation. In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

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

- Combined annual family income.
- Activity test – the activity level of both parents.
- Service type – type of childcare service and whether the child attends school.

The childcare subsidy is paid directly to service providers to be passed on to families as a fee reduction. Families pay to the provider the difference between the fee charged and the subsidy amount. There is also targeted additional fee assistance for vulnerable families through the Child Care Safety Net. Families can get an estimate of what they may be entitled to by entering their details into the Department of Human Services Payment and Service Finder.

Enrolling your Child at Tecoma Primary OSHC

Children may attend OSHC on a permanent or casual basis. Any new families wishing to access the program, can submit an expression of interest via the School Website.
www.tecomaps.vic.edu.au

You will find the **Blue Enrol** button under the “programs” section. By clicking this button, you will have access to an online form. Once the form is submitted, you will receive notification and will need to fill in an enrolment form. This form must be fully completed, prior to making any bookings for your child. Any medical Action Plans and medication must also be provided prior to making any bookings for your child. Please be aware that the enrolment process can take up to two weeks.

Bookings

Bookings and cancellations are necessary to ensure the safety of the children and the smooth administration of the program. It is the responsibility of the parent/guardian to ensure their bookings are correct. Permanent weekly bookings can be set up by an educator in person at the program. Once these are set up, it is the parent's responsibility to make additional bookings and cancellations via the Xplor App. Access to the app will be sent to you once your enrolment is approved. Bookings and cancellations will not be accepted via text message, email, or phone call.
Cancellations for after school care must be made by 8.30am on the day of care and 5.30pm the night before for before school care, or you will be charged for the session.
If the booking is made last minute, and your child is unaware of the booking, please also call the school office so your child can be notified that they are going to After School Care.

Fees

The current fee schedule per child is: (cost before CCS)
Before school care - 7:00am to 8:45am - $15.00
After school care - 3:30pm to 6:00pm - $20.00
Late Collection: Child collected after 6:00pm will incur additional charges of $10.00 for the first 5 minutes, then $10.00 for every five minutes thereafter.
Late notification fee: If you fail to notify the program of a cancellation by the required time, you will be charged for the session.

Fees must be paid at least fortnightly through the Xplor app. If fees are not paid in the correct time, care maybe suspended.
Fees owing must not exceed $200, in the event this occurs you will be notified and asked to make a payment immediately.
If you are experiencing financial hardship, please speak to the nominated Supervisor or the School Principal to discuss a payment plan.

Signing In / out

All children must be signed in and out via the iPad by the parent/authorised person using their Xplor App. This is a government requirement and staff are unable to do this for you, unless it is an emergency. An educator will sign the children out from before school care and in to after school care.
An educator will not allow a child to leave the service unless they are with a nominated person. Children will not be sent home alone.
If a parent/caregiver sends an unauthorised person to collect a child, a letter of authority is required. License or appropriate identification must be sighted, and this individual must be over the age of 18.
Example of written authority: I give permission for (name and DOB of un-authorised person) to collect (child's name) from Tecoma Primary School OSHC on (date).

- Please ensure this person brings photo ID with them.
- The OSHC Staff will sign the child out on your behalf.

Court orders and release of children

- We recognise and acknowledge the diverse and changing circumstances of children's families and shall endeavor to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.
- The service shall request that all families provide, upon enrolment of their child, copies of any legal documents and orders which may impact on the service to implement a duty of care.
- The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide copies of any legal document and order which may impact on the service to implement a duty of care.
- The service shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child/ren and family.
- The service shall endeavour to release children within the conditions as outlined in the documents and /or orders.
- The service employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.
- The service employees shall respect and maintain the confidential nature of the documents through application of privacy laws.

Priority of Access

These guidelines are referred to when a service has a large waiting list and a number of parents /guardians competing for a limited number of vacant places. In determining priority of access, the service is bound by and will adhere to the Federal Government guidelines. The guidelines outline the following priority groups:
Priority 1 - a child at risk of serious abuse or neglect
Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test.
Priority 3 - any other child.
Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Diversity and Inclusion

Tecoma Primary OSHC program will provide a high quality of care before and after school for all children and families who use the program, regardless of culture, religion, gender, or disability. Educators treat all children equally and work to include all children in all aspects of the program.

- Each child is supported to participate in the program.
- Activities cater to the various needs of all children.
- Activities do not discriminate against any child / family or staff member.
- There are opportunities for children to share their knowledge, ideas, culture, abilities, and interests.

Children with Additional Needs
Children with additional needs and disabilities are included in all dimensions of Tecoma Primary OSHC. It is the responsibility of the parent/guardian to ensure that all staff are equipped with the relevant information and resources regarding their child's additional needs. Parents of children with additional needs should contact the OSHC coordinator prior to commencement with OSHC to discuss the child's needs and how we can best accommodate your child. We work with the Victorian Inclusion Agency (Yooralla), for support in including children with additional needs. If required, we can apply for funding.

Program and Activities

We offer a varied and rich program of activities and experiences appropriate to the ages, needs and interests of the children. OSHC is designed to be fun and stimulating, providing several structured and open-ended activities that children can choose from each day. These include but are not limited to; assorted art/craft (both planned and open ended), assorted sports activities and games, science/STEM, cooking, movie nights, music, dance, pretend/role play areas, assorted construction, assorted board and card games, cars, dolls, barbies, dolls houses, reading corner, assorted toys and more.
According to the Australian Government Department of Health, "being active is important for children and young people to grow healthy and set good habits for life". "For children and young people, being active every day has many social, emotional, intellectual and health benefits". This philosophy helps to guide our program and our belief in the importance of engaging children in physical activity to support a healthy and happy life.
Homework can be arranged within the program for children that would like to participate, with the help of educators if required. We do not however have a designated homework time. If you would like your child to complete his/her homework during program time, please speak to an educator to arrange this.

Healthy eating program

Healthy eating is part of living a healthy lifestyle and as such is part of our program. According to the Australian Dietary Guidelines, “Infants, children and teenagers have special food needs because they are growing and developing. They also need extra energy for playing and being more active”. We provide Healthy food during every session of OSHC, and we follow, The Australian Dietary Guidelines. We use both full fat and low-fat dairy items, whole grains and a large variety of fruits and vegetables. Fresh water is available at all times. At times we may have party food/lollies as a treat, if you do not wish your child to participate, please let us know and we will ensure there is an alternative available. If your child has any special dietary requirements, please let us know so we can cater to your child needs. The menu is available for you to view at the program.

Food handling

The program recognises the need for effective food handling and storage practices, to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. All food which is handled (including preparing, eating or storing) at the program is to be handled according to the recommended food handling and storage guidelines as set out in the Australian and New Zealand Food Standards Code.
The Nominated Supervisor will be responsible to ensure that all food preparation and preparation areas comply with all laws and regulations, including Local Council by-laws (or equivalent) where applicable. The program will provide the necessary food handling equipment and/or utensils (e.g. gloves).

Hygiene

For the general health and safety of the children, the Service strives to ensure, a standard of general hygiene, which complies as a minimum, with legal requirements. The program has procedures in place to ensure the program is kept at a high standard of hygiene. Educators have training in infection prevention and control.

Hand Hygiene

The best way to prevent the transmission of disease is through effective hand hygiene, which removes both dirt and germs from the hands. This can be done with soap and running water, or by using a hand sanitizer. Educators will ensure that children are washing their hands correctly and when needed, as well as doing this themselves.

Sustainability

Tecoma Primary OSHC is committed long term to embedding all elements of sustainability within the service's operations and curriculum including the environment, indigenous perspectives, inclusion, and acting today with the future in mind. All programs are planned with sustainability in mind and educators along with children are continually improving sustainable practises.

- We compost food scraps, use environmentally safe products, such as paper straws and green cleaning products.
- We buy food regularly to save on wastage.
- We have a box of scrap paper to use when appropriate, to save on paper wastage.
- We use recycled items in craft and play.
- We buy appropriate items at second-hand shops, thus recycling instead of buying new.

Behaviour Guidance

Behaviour expectations at Tecoma Primary OSHC will follow the same guidelines as the Tecoma Primary School Code of Conduct, including relevant policies and procedures. When a child's behaviour is unsatisfactory as per Code of Conduct, educators will investigate the cause and support the child to make more appropriate choices. Unsafe or intrusive behaviour including bullying, harassment, physical or verbal abuse will not be tolerated at OSHC. The safety and wellbeing of all children within OSHC is paramount. If the Responsible Person is unable to resolve the behavioural issues of a child, the school principal will step in to help with a resolution. Parents may be requested to attend a meeting. As a last resort, a child may be excluded from the program.

First aid

- Appropriate first aid will be applied to any child that has an accident/injury.
- Staff will document and keep a record of accidents/injuries.
- Any accident/injury will be reported to the parent/guardian when they collect their child or immediately if required.
- Serious injuries and all head injuries will be reported to the parent/guardian as soon as possible by telephone and the parent will be required to collect their child.
- If assessed as appropriate or required by the Responsible Person, we reserve the right to call an ambulance for any serious injury prior to discussing with the child's parent/guardian.
- Tecoma Primary OSHC reserves the right not to accept a child whilst suffering from any infectious disease or illness under the Public Health and Wellbeing Regulations

2019, minimum period of exclusion from primary schools and children's services for infectious diseases cases and contacts.

- All educators must be trained in emergency first aid, anaphylaxis, and asthma training.
- All educators will ensure they know all the children in the service and their medical needs; there are lists in the office/first aid room.
- All educators will ensure they know where all medication is kept and how to administer the medication.

Medication

- If a child requires medication whilst attending the program, a parent/guardian needs to hand medication to an educator, along with the signed medication form, instructing the correct dosage and times medication is to be administered.
- Medications must be in their original container, with the expiry date and a pharmacy label with the child's name and dosage on it.
- OSHC Staff will not administer any medication if it has passed its expiry date.
- Medication will be administered by a staff member and checked by a second staff member, and both will sign the form.
- The service will not administer the first dose of any prescribed medication, in case of an allergic reaction.

Anaphylaxis

- If you have a child with a diagnosis of anaphylaxis, you must make this known on your enrolment form. Parent/guardian are responsible for providing an updated individual Anaphylaxis Management Plan signed by a medical practitioner and their child's own adrenalin auto injector and if required antihistamine. Anaphylaxis Management Plans must be signed within 12 months of enrolment commencing and the management plans must be updated annually or whenever changes occur to the child's plan. This must be in place prior to care commencing.
- The OSHC program will keep a record of the medication and its expiry date and will inform the parent/guardian prior to the medication expiring, that it needs to be replaced. It is the responsibility of the parent/guardian to replace medication prior to the expiration date. If the medication is not replaced, the child will be excluded from the program until it is supplied.
- Parent/guardians with a child at risk of anaphylaxis will be given a copy of the Tecoma Primary OSHC Anaphylaxis Policy on enrolment or commencement to the OSHC program.
- The Nominated Supervisor/Responsible Person will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children at risk of Anaphylaxis.
- Parents/guardians are most welcome to discuss any concerns about anaphylaxis with the Nominated Supervisor/Responsible Person.

Allergy

- If you have a child with a diagnosis of an allergy, you must make this known on your enrolment form. Parents/guardians are responsible for providing an updated individual Allergy Management Plan signed by a medical practitioner and their child's own medication, if required. Allergy Management Plans must be signed within 12 months of enrolment commencing and the management plans must be updated annually or whenever changes occur to the child's plan. This must be in place prior to care commencing.
- The OSHC program will keep a record of the medication and its expiry date and will inform the parent/guardian prior to the medication expiring, that it needs to be replaced. It is the responsibility of the parent/guardian to replace medication prior to the expiration date. If the medication is not replaced, the child will be excluded from the program until it is supplied.
- The Nominated Supervisor will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children at risk of an allergy.
- Parents/guardians are most welcome to discuss any concerns about the allergy with the Responsible Person.

Asthma

- If you have a child with a diagnosis of asthma, you must make this known on your enrolment form. Parents/guardians are responsible for providing an updated individual Asthma Management Plan signed by a medical practitioner and their child's own Ventolin if their child is at risk of asthma. Asthma Management Plans must be signed within 12 months of enrolment commencing and the management plans must be updated annually or whenever changes occur to the child's plan. This must be in place prior to care commencing.
- The OSHC program will keep a record of the medication and its expiry date and will inform the parents/guardians prior to the medication expiring, that it needs to be replaced. It is the responsibility of the parent/guardian to replace medication prior to the expiration date. If the medication is not replaced, the child will be excluded from the program until it is supplied.
- The Nominated Supervisor will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children at risk of Asthma.
- Parents/guardians are most welcome to discuss any concerns about asthma with the Responsible Person.

Other medical conditions

- If you have a child with a medical diagnosis, you must make this known on your enrolment form. Parents/guardians are responsible for providing information on the medical condition and any medication that is required. This must be in place prior to care commencing.

- Medication must be signed into the program on the correct medication form. All medication must be in the original container with the expiry date on it and a pharmacy label with the child's name and dosage on it.
- The OSHC program will keep a record of the medication and its expiry date and will inform the parent/guardian prior to the medication expiring, that it needs to be replaced. It is the responsibility of the parent/guardian to replace medication prior to the expiration date. If the medication is not replaced, the child will be excluded from the program until it is supplied.
- The Nominated Supervisor will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children with a medical condition.
- Parents/guardians are most welcome to discuss any concerns about their child's medical condition with the Responsible Person.

Sun Smart

The sun's ultraviolet (UV) radiation can't be seen or felt. Whatever the weather, it's important for people of all skin types to use sun protection whenever UV levels are three or higher. Too much of the sun's UV can cause sunburn, skin and eye damage and skin cancer. UV damage accumulated during childhood and adolescence is strongly associated with an increased risk of skin cancer in later life.

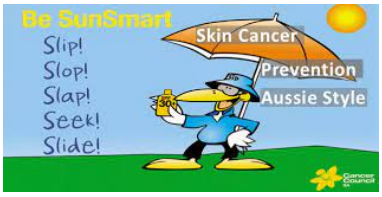
Our sun protection policy provides guidelines to:

- Ensure all children, educators and staff are protected from over-exposure to UV radiation.
- Ensure the outdoor environment provides shade for children, educators and staff.
- Ensure children are encouraged and supported to develop independent sun protection skills.
- Support our service's strategies to meet its duty of care and occupational health and safety obligations to minimise harmful UV exposure for children, staff and visitors.

Procedures

- To assist with the implementation of this policy, educators and children are encouraged to access the daily local sun protection times via the free **SunSmart app**, or at **sunsmart.com.a**u or **myuv.com.au.**
- The sun protection measures listed are used for all outdoor activities during the daily local sun protection times. *(The sun protection times are a forecast from the Bureau of Meteorology for the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types. In Victoria, UV levels regularly reach 3 or higher from mid-August to the end of April.)*

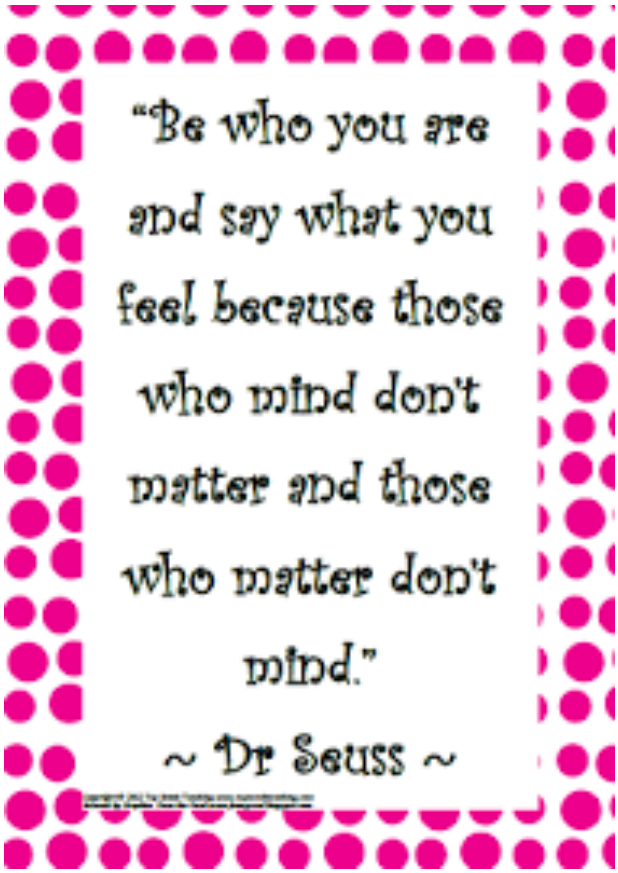
Environment
Seek shade
Management makes sure there are enough shelters and trees providing shade in the outdoor area.
The availability of shade is considered when planning all outdoor activities and excursions.
Children are encouraged to choose and use available areas of shade when outside.
Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.
Behaviours
Slip *on sun protective clothing*
Children will be in their school uniform which is sun smart.
Slap *on a sun protective hat*
All children and educators wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Caps and visors are not considered a suitable alternative.
Children without a sun protective hat are provided with a spare hat where possible.
Slop *on sunscreen*
The program supplies SPF30 (or higher) broad-spectrum, water-resistant sunscreen for staff and children's use. If your child has an allergy, they must provide their own sunscreen.
Sunscreen is applied in accordance with the manufacturer's directions (applied at least 20 minutes before going outdoors and reapplied every two hours, or more frequently if sweating or swimming).



Protective care of children

- Tecoma Primary OSHC is committed to the safety and wellbeing of all children.
- Tecoma Primary OSHC has zero tolerance for child abuse.
- Tecoma Primary OSHC is committed to providing a child safe environment where children are safe and feel safe, and their voices are heard about decisions that affect their lives.
- Every person involved in Tecoma Primary OSHC has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children is at the forefront of all they do and every decision they make.
- Tecoma Primary OSHC will take a preventative, proactive and participatory approach to child safety.
- Tecoma Primary OSHC value and empower children to participate in decisions which affect their lives.
- Tecoma Primary OSHC foster a culture of openness that supports all persons to safely disclose risks of harm to children.
- Tecoma OSHC respect diversity in cultures and child rearing practices while keeping child safety paramount.

- Tecoma OSHC engage only the most suitable people to work with children and have high quality staff and volunteer supervision and professional development. This includes all educators must complete annually; 'Protecting Children – Mandatory Reporting and Other Obligations'.
- Tecoma OSHC ensure children know who to talk with if they are worried or are feeling unsafe, and that they are comfortable and encouraged to raise such issues.
- Tecoma OSHC follows the Tecoma Primary School's Child Safety Policy.



TECOMA PRIMARY SCHOOL OSHC COMPLAINTS POLICY

POLICY STATEMNET

The purpose of this policy is to:

- Provide an outline of the complaints process at Tecoma Primary School OSHC so that parents, members of the community and educators are informed of how they can raise complaints or concerns about issues arising at our program.
- Ensure that all complaints regarding Tecoma Primary School OSHC are managed in a timely, effective, fair and respectful manner.

BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for dealing with complaints.

SCOPE

This policy relates to complaints brought by, parents, children, carers, members of our school community and educators and applies to all matters relating to our program.

In some limited instances, we may need to refer the complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's Fraud and Corruption Policy
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures.

LEGISLATIVE REQUIREMENTS

Section 172 Offence to fail to display prescribed information
Section 174 Offence to fail to notify certain information to Regulatory Authority
Regulation 168 Education and care service must have policies and procedures
Regulation 170 Policies and procedures to be followed
Regulation 171 Policies and procedures to be kept available
Regulation 172 Notification of change to policies or procedures
Regulation 173 Prescribed information to be displayed
Regulation 176 Time to notify certain information to Regulatory Authority

POLICY PROCUDURES

Tecoma Primary School OSHC welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of children for there to be a trusting relationship between families, our school and our program.

When addressing a complaint, it is expected that all parties will:

- behave with respect and courtesy
- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student involved at the centre

- act in good faith and cooperation
- respect the privacy and confidentiality of those involved, as appropriate
- will refrain from using social media and aim to address the concerns/complaints directly with the school
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that school/program and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for children

Tecoma Primary School OSHC acknowledges that issues or concerns can cause stress or worry for children and impact their wellbeing and learning. Tecoma Primary School OSHC encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Children with a concern or complaint can raise them with a trusted adult at school or the program, for example, with any educators at the program, with your classroom teacher, Year Level Leader, Principal, Assistant Principal, Integration Aides, sickbay, office staff. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below.

Further information and resources to support children to raise issues or concerns are available at:

- Report Racism Hotline (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- Reach Out
- Headspace
- Kids Helpline (call 1800 55 1800)
- Victorian Aboriginal Education Association (VAEAI)

Complaints and concerns process for parents, carers, community members and educators

Tecoma Primary School OSHC encourages parents, carers, members of the community and educators who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Tecoma Primary School OSHC

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our program. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Raising a concern

Tecoma Primary School OSHC is always happy to discuss with parents/carers, community members and educators any concerns that they may have. Concerns in the first instance should be directed to the Nominated Supervisor, Adelle Young or the School Principal, Rohan Thompson. Where possible, they will work with you to ensure that your concerns are appropriately addressed.

Making a complaint

Where concerns cannot be resolved in this way, parents, community members or educators may wish to make a formal complaint. The Nominated Supervisor shall be the first contact for all comments and/or complaints. However, the complainant will have direct access to the School Principal if:

- the complaint is about the conduct of the Nominated Supervisor
- the complainant is not comfortable to take the complaint to the Nominated Supervisor
- the complainant is not satisfied with the Nominated Supervisor handling of the complaint

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our program will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or verbally arrange a meeting with the Nominated Supervisor or School Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.

2. **Information gathering:** Depending on the issues raised in the complaint, Nominated Supervisor or School Principal may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

3. **Response:** Where possible, a resolution meeting will be arranged with the Nominated Supervisor or School Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not appropriate. In this situation, a response to the complaint will be provided in writing.

4. **Timelines:** Tecoma Primary School OSHC will acknowledge receipt of your complaint as soon as possible (usually within two working days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Tecoma Primary School OSHC may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Tecoma Primary School OSHC will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, Tecoma Primary School OSHC may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support

- other actions consistent with school values that are intended to support the student, parent and school/program relationship, engagement, and participation in the school community.

In some circumstances, Tecoma Primary School OSHC may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If the complainant is unsatisfied with the outcome, they may direct their complaint to the Regulatory Authority:
North-Eastern Victoria Region
General enquiries
Email: vecra@education.vic.gov.au
Phone: 1300 307 415
Address: Level 4, 295 Springvale Road,
Glen Waverly 3150

Record keeping and other requirements

To meet Department and legal requirements, our program must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our program also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Hard copy available from the program upon request