



## Family Handbook 2025

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## Acknowledgement Of Country

Ainslie Out of School Hours Care acknowledges the Australian Aboriginal and Torres Strait Islander peoples of the nation. We acknowledge the traditional custodians of the lands on which our service is located. We pay our respects to the Elders, past present and emerging, for they hold the memories, the traditions, the culture, and the hopes of Aboriginal and Torres Strait Islander Peoples across the nation. Ainslie OSHC is committed to honouring and respecting the children who have played on this land for hundreds and thousands of years before us.

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## Service Philosophy

At Ainslie OSHC, we value **inclusion, kindness, respect**, and our **community**. We strive to create a **fun and inclusive environment** for children that promotes their **social, emotional, and educational development**. We build our program around our children's diverse interests and needs to create engaging activities and spaces that inspire their creativity. We view children as curious and capable individuals and promote their agency. As a play-based service, we encourage children to learn through **play and hands-on experiences**, and we empower them to take on challenges and learn from their mistakes. Every child is unique, and we celebrate their **individuality and diversity**.

As educators, we view ourselves as **mentors, friends, and role models**. We believe that Ainslie OSHC is more than a service; it's a community where children, families, and educators work together to create a vibrant and supportive environment.

### Our Commitments:

#### **Safe, secure, and supported**

We commit to creating a safe, secure, and supportive environment where the rights and best interests of children are always prioritised.

#### **Play, creativity, and imagination**

We support children's development through play-based learning and commit to delivering an engaging program that promotes creativity and curiosity.

#### **Inclusion, equality, and diversity**

We commit to creating an inclusive environment where every child feels respected and valued.

#### **Valuing Aboriginal and Torres Strait Islander Cultures**

We respect and honour the cultures of Aboriginal and Torres Strait Islander peoples and commit to integrating their knowledge and perspectives into our educational practice to provide a diverse and culturally aware program.

#### **Building community connections**

As a Parents and Citizens (P&C) led service, we believe one of our greatest strengths is our connection to the community. We commit to building strong relationships with families and the broader community through mutual support, respect, and collaboration.

#### **Continuous learning and professional development**

We commit to continuously investing in our educators' growth and professional development to deliver the best possible quality of care for our children based on the latest pedagogy.

## Service Information

### SERVICE TYPE & STRUCTURE

Ainslie Out of School Hours Care operates as a not-for-profit organization under the Parents and Citizens (P&C) Committee. The subcommittee of the P&C manages operations of Ainslie OSHC in accordance with the P&C association's constitution, centre policies and relevant legislation.

The subcommittee comprises of a Convenor, a Treasurer, and other members. These positions are occupied by volunteer parents who are appointed each year at the P&C annual general meeting (AGM).

The Centre also employs several paid staff members. This includes a full time Director (to manage day to day operations of the centre), a full time Assistant Director, Educational Leader, Vacation Care Coordinator, Inclusion Coordinator, and a team of casual educators.

The Centre offers before and after school care to children of Ainslie School in term time. It also offers a vacation care program open to all primary school children in school holidays. The Centre operates within the School Age Care Framework - My Time, Our Place (MTOP) and is rated in accordance with the National Quality Standards.

Family participation in the continuing improvement of the centre is encouraged and greatly appreciated. We love to celebrate each family's culture and diversity and continuously learn about your beliefs. This enables us to make your family more welcome at our service.

### LOCATION

Our program operates primarily out of Ainslie School Hall, which is accessible from the carpark located on Elder Street. We also have access to the adjacent Yerra building, which we utilize for our Kindy and Year 1 children during After School Care. The Ainslie Parents and Citizens Association rent these spaces from the ACT Department of Education, Skills and Employment to run Ainslie OSHC programs.

### OUR EDUCATORS

Our educator team consists of more than 25 educators. All our educators come from different backgrounds and cultures which we believe greatly enriches our space. They all hold an important role in our program.

Our educators are continuously encouraged to form meaningful relationships with children and families. We also encourage all our parents and families to get to know the educators, so please feel free to introduce yourself to them when you come into the service next time.

Communicating with a different educator each day helps in knowing the whole team very quickly. To familiarize yourself with our team, please view the information board next to the sign in desk. The board also displays all the required information for families.

## [HOURS OF OPERATION](#)

### **Before School Care**

The Before School Care program opens at 7:30am and closes at 9:00am. Children will be signed out by a staff member when released into the school's duty of care at bell time each morning at 8:55am. Children may be signed out at 8:40am if written and signed consent is given by a parent. Breakfast is available from 8:00am to 8:30am.

### **After School Care**

The After School Care program commences at 3:00pm and finishes at 6:00pm daily. Parents/carers are asked to arrive no later than 5:50pm to allow enough time to collect their children and belongings. Afternoon tea is available at 3:00pm, and a second serving is available at 4:00pm.

### **Vacation Care & Pupil Free Days**

On Vacation Care and Pupil Free Days commences at 8:00am and finishes at 6:00pm. Breakfast, Morning Tea and Lunch are provided for children on these days.

## [ARRIVAL AND DEPARTURE AT THE CENTRE](#)

Ainslie OSCH uses Xplor for bookings and attendance tracking. To sign your child in or out you must have an account with Xplor Home. You can download the Xplor Home app on your phone which will be used for signing children in and out. If you are having any issues with the system, or it is your first time using it, please speak to our staff.

**Signing children in and out on attendance rolls is a legal requirement. Please ensure to bring your phone when arriving at the centre to proceed with signing in/out. If you do not have a mobile device, then you must use the paper sign-out available at the service entrance.**

**Children attending before school care must be accompanied by an adult and signed in upon arrival at the centre. Children are not to be dropped in the carpark and expected to arrive at the service alone.**

Children will be signed out by a staff member when released into the school's duty of care at bell time each morning at 8:55am. Children may be signed out at 8:40am if written and signed consent is given by a parent.

As per Regulation 99 in the Education and Care National Regulations, collection and sign out from after school care must be by an authorised person.

Those collecting children from after school care must be an authorised person, and if not the parent/carer, nominated on the child's enrolment form. If an adult other than those nominated on the enrolment form is required to collect a child, written permission must be provided by the parent/carer beforehand.

Under no circumstances will children be allowed to leave with a person who is not authorised. If someone other than the parent/carer or authorised person comes to collect the child and the centre has not been notified, a staff member will contact the parent/carer to get his or her authorisation.

## COLLECTION OF KINDERGARTEN CHILDREN

All kindergarten children will be escorted to Ainslie OSHC by an educator up until and including Term 3. For before school care they will be escorted to their classroom at 08:55AM and will be picked up at 03:00PM for after school care. They will be given the opportunity to walk across by themselves in term 4 ready for the next year.

Children from all other grades are expected to make their own way to Ainslie OSHC for After School Care.

## COMMUNICATION WITH FAMILIES

At Ainslie Out of School Hours Care, we believe that family participation is an important part of making our service a true part of the community. We believe in creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families, and educators.

We encourage family participation and open communication within our OSHC Service. Families are invited to attend parent information meetings and assist with projects in keeping with our open-door policy. We aim to ensure open communication through the enrolment and orientation process, policy and statement of philosophy review, feedback forms, parent committee, daily program, documentation, formal and informal meetings, emails, and conversations.

We acknowledge the primary influence that families have in their children's lives and understand that effective relationships between educators and families are fundamental to achieve quality outcomes for children. Community partnerships that focus on active communication, consultation, and collaboration also contribute to children's learning and wellbeing. Positive relationships with families help to build collaborative partnerships, as together we share a common objective and responsibility for reaching quality outcomes and goals for children.

We will provide regular information about Ainslie OSHC and ongoing opportunities for families to contribute to our curriculum. All staff will communicate with families in a positive and supportive manner that encourages respectful and trusting relationships.

## INTERACTIONS WITH CHILDREN

My Time, Our Place identifies secure, respectful and reciprocal relationships with children as one of the principles that underpin practice. Within the OSHC community, many different relationships are negotiated with and between children, educators and families. The way in which these relationships are established and maintained, and the way in which they remain visible impacts how the community functions as a whole. Relationships directly affect how children form their own identity, whether they feel safe and supported, and ultimately, their sense of belonging.

Children need positive relationships with Educators that are trusting and responsive to their needs. Through these experiences and interactions children will develop a positive understanding of themselves and feel a sense of belonging. We promote a respectful, child safe culture where children's concerns are always responded to, and children feel empowered to participate in the decisions and provide feedback to educators and staff.

## HEALTHY FOOD PROGRAM

Ainslie OSHC is a registered food business and operates under appropriate Food handling and Safety laws. We are an allergy aware service and will aim to meet any child's dietary requirements.

Our menu is varied on a weekly basis and encourages a balanced, healthy diet. We believe in the importance of centre-produced food, and we have a cook who works in the centre daily. If you would like to see the weekly menu, this can be located at the entrance to the hall near our sign out table, and can be emailed on request.

At Before School Care, children are provided with a nutritious and healthy breakfast to start their day. A selection of cereals, toast, milk and a hot breakfast is available each day.

At After School Care, children are given a variety of options including a hot meal at 3pm. For seconds at approximately 4:15pm, children have the opportunity to eat an array of honey, vegemite and jam sandwiches, along with freshly cut fruit, vegetables, cheese and crackers. For those children who are at the service late, we serve fruit at 5:45pm.

During our vacation care program, we provide children with breakfast, morning tea and lunch. We ask families to pack afternoon tea during this time.

## EDUCATIONAL PROGRAM

The educational program includes all planned and unplanned experiences, routines and resources. At Ainslie OSHC we offer a child influenced and play based program. Through observation and documentation, we formulate planned experiences that are tailored to the children's interests, abilities, strengths and cultures. This is achieved through analysing learning and collaborating with children. Our play space is influenced by evidence-based practice, with loose parts theory being a prominent factor in play at AOSHC, which is exemplified by the Playpod and loose parts resources used in the Hall space. We also provide a range of differing activities and opportunities to exercise free, unstructured play that caters for all children of all ages and abilities. Our educators strive to build and maintain strong relationships with the children in our care as we know that this has a strong impact on



wellbeing and learning outcomes. Inclusivity and sustainability play a strong part in our programming decisions to ensure the inclusion of all children and the sustainability of the service.

## REST AND SLEEP REQUIREMENT

Ainslie OSHC will take reasonable steps to ensure that the Children's needs for rest and sleep are met, having regard to the ages, development stages and individual needs of the children when they are at the service. Families are encouraged to inform / negotiate rest routines and practices with Nominated Supervisor/ Responsible Person to reach agreement on how these occur for their child/children at the Service if needed.

## BIKE STORAGE

Ainslie OSHC has access to a bike shed, located across from the Yarra building. If your child/children are booked in Ainslie OSHC it is advisable to store your bikes in the Ainslie OSHC's shed when arriving at school in the mornings and not the school shed. The school shed will be locked at 4pm and Ainslie OSHC does not have access to the school shed. Please note that it is the responsibility of parents and children to secure the bike with a lock and not leave it in the shed overnight. Ainslie OSHC holds no responsibility for looking after the bikes.

## LOST PROPERTY

All belongings should be labeled to help in the event of lost property. If your child has lost property, please check the lost property shelf near the hall sign in desk. There are also lost property baskets located at school.

## Enrolment Information

A completed [online enrolment form for new children](#) is required before bookings can be submitted and before the first session that your child/children can attend.

**No child can be admitted to the centre without a completed enrolment form.**

In the case of large enrolment numbers, places will be given on a first-come, first-served basis.

If your family is not fluent in English, an enrolment interview can be held with an interpreter in your primary language.

### **Essential enrolment information required:**

Enrolment forms must be completed in full, with required documents attached. We cannot accept enrolments without completion of the following sections of the form:

- **Contact details of both parents/carers**

Contact details which include separate email address and phone numbers for both parents/carers. This is required for creating an account with Xplor home to sign children in and out.

- **Emergency contact**

Details of at least one emergency contact which is other than parents/carers to contact in an emergency.

- **Medical information**

Any known allergies or drug sensitivities must be documented, together with an in-date management plan from the doctor. We will also contact you to create a Risk Minimization Plan for your child. This will help our service to make any changes required to ensure good health, safety and wellbeing of your child.

A copy of the Medical Conditions Policy and Risk Minimisation plan will be provided to parents of children enrolled at Ainslie OSHC, who have any medical condition. The policy will be available on request to all other families.

- **People with authority to collect children.**

Children must only leave Ainslie OSHC in the care of those people authorized on this form. Any changes must be advised in writing by the custodial parent/s or guardian/s. It is a requirement of the service that at least one authorized person other than parents/guardians be documented on the enrolment form.

It is essential that all details on the enrolment form are kept up to date, so if your details change, please inform the management team.

## CASUAL PLACES

If before or after school care is required at short notice, a casual booking can be made. At least 24-hours notice is required, and places are subject to availability. New casual bookings for children who have not attended before can only be accepted upon completion of the enrolment form.

A casual booking can be requested by phone on 0492951129 or emailing the Centre at [info@ainslieoshc.com.au](mailto:info@ainslieoshc.com.au)

## PRIORITY OF ACCESS

Ainslie OSHC will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines. For further information, please refer to the [Department of Social Services website](#)

## ENROLMENT PROCEDURE

To enrol, please fill and submit the [New Children Online Enrolment Form](#) before we can accept your enrolment request.

Once we have received an enrolment form, we will get in touch with you to confirm start date and any other requirements.

Parents will then receive an invitation to our digital attendance system called Xplor Home, a link to the [Quick Start Guide](#) and a parent pack. Your booking requests can then be managed through the Xplor home app.

## REQUIREMENTS TO COMPLETE ENROLMENT PROCESS

### **What Parents will need to do after submitting the enrolment forms?**

1. Create an Xplor home account for each parent using separate email IDs through the invitation email
2. Accept CWA (steps mentioned below on how to accept)
3. Confirm your enrolment through your [MyGov](#) account
4. Once completed, please download the parent app called 'Xplor Home' and log in. This will allow you to sign in your child with the QR Code scanner.
5. If you prefer to sign in and out with your mobile and pin, create an Xplor ID from your welcome e-mail

## ACCEPTING ENROLMENT TO LINK CHILDCARE SUBSIDY

To apply childcare subsidy to your child's enrolment, please ensure you have completed your [Centrelink Claim](#) and [Activity Test](#) in MyGov. Signing the CWA is the first step to complete a child's CCS enrolment. Please follow this comprehensive guide on [CWA Approval and CCS Enrolment Confirmation](#). Once the CWA is signed, the enrolment will need to be confirmed through MyGov as well.

## Child Care Subsidy

### CHILD CARE SUBSIDY

As a government-funded centre, Child Care Subsidy (CCS) is available to all eligible families. The government pays Ainslie OSHC your relevant subsidy, to reduce your daily rate.

Parent/guardians MUST apply to Services Australia (Centrelink) for childcare subsidy directly to obtain customer reference numbers at the beginning of each year or on enrolment at Ainslie OSHC.

Any fees charged by Ainslie OSHC cannot be reduced until we have received customer reference numbers and dates of birth for both the parent claiming CCS and the child/children accessing the service. Parents also have to accept a complying written agreement (CWA) through Xplor Home (our digital attendance system) and confirm their child's/children's enrolment through the MyGov/Centrelink app.

The Ainslie OSHC Provider Number is **555 006 535 H**

### WITHHOLDINGS

Services Australia will withhold 5% of your subsidy. This is to help reduce the likelihood of you getting an overpayment. You're able to vary this amount to suit your circumstances.

You can do this up to twice a year using your Centrelink online account through myGov. If you'd like to change it more than this, call the [Families line](#).

Services Australia uses your family income estimate to work out how much subsidy you'll get.

### CHANGING YOUR ENROLMENT DETAILS

It is important to update your correct details and any circumstances change, through your Centrelink online account via myGov in order to receive the correct amount of subsidy. The Director or Assistant Director should also be advised.

If your enrolment ends, Centrelink will stop paying your subsidy. This may happen if you advise us that your child no longer requires care, or if your child hasn't attended our service for 14 weeks in a row. Centrelink will not pay CCS for any absence days after the last day your physically attends unless you provide an approved reason.

For more information on CCS, please contact the Family Assistance Office on **13 61 50** or visit Services Australia's [website](#).

## Cancellations, Changes & Absences

### ABSENCES

If your child/children are anticipated to be absent for a session, you must give prior notice in writing. The Centre must be advised of all absences by 08:00 am (for before school care) or before 02:00 PM (for after school care) via a phone call, email or through the Xplor Home app.

For casual bookings, fees will still be charged when a child is absent from Ainslie Out of School Hours Care unless at least one week's notice via email is given.

For permanent bookings, fees will still be charged for one-off absences.

If your child / children will be absent from Ainslie OSHC for an extended period of time, your position will be held and fees not charged, providing one week's notice is given in writing.

### CHANGES TO ENROLMENT

Any changes to enrolment must be requested in writing via email or Xplor home app.

An increase in days of attendance will be subject to availability. If there are no places available, your child's name will be placed on the waiting list.

A decrease in the days of attendance requires one week notice in writing via email. Failure to provide this notice will result in the full fees being charged.

No changes will be active until you have received a confirmation from the Centre.

### CHANGES TO VACATION CARE BOOKINGS

For the January holiday program, two week's written notice must be provided for any reduction or changes in days, otherwise full fees will be charged.

For all other holiday programs, one week's written notice is required for any changes or cancellations.

## Fees And Payments

### FEES

As of 2025 the fee structure is as below.

#### Permanent bookings

- **Before School Care = \$21.90**
- **After School Care = \$34.45 per session**

A permanent booking is a regular booking. This can include bookings for every second week (such as may be required by shift workers, and so on). These are paid two weeks in advance.

#### Casual bookings

- **Before School Care = \$25.05**
- **After School Care = \$37.55 per session**

A casual booking is a non-regular booking and is subject to availability. Ainslie OSCH will try to meet your needs, but as much time notification as possible needs to be given.

#### *Vacation Care Program*

- **Centre Day = \$91.35**
- **Incursion/Excursion Day = \$96.50**

#### Public holidays and Pupil Free Days

Permanent bookings that fall on a Public Holiday will be charged at the normal daily rate with normal CCS applied. Families are welcome to utilize the service on Pupil Free Days for Vacation Care in term 2, 3 and 4. Public Holidays falling in the school holiday periods will not be charged. Families are still eligible to receive Childcare Subsidy on public holidays and pupil free days.

#### Additional fees for late collection of children

Ainslie OSCH closes promptly at 6pm. Please arrive at the service by 5:55pm to ensure the last doors are closed by 6pm. **Additional fees are charged** for the late collection of children after this time.

**The fee is \$20 for the first five minutes after 6pm and then \$15 for each extra 15 minutes or part thereof. This fee is calculated per child.**

This is due to two educators/staff members remaining on duty as per the license conditions.

Please contact Ainslie OSCH on **0492951129** if your child will be picked up late.

If the person collecting the child is going to be later than usual, the Director/ responsible person needs to be notified.

## CESSATION OF CARE

When a family requests to cease care for the calendar year, or completely, one weeks' notice in writing is required, so that any outstanding debt could be paid in the next payment run. Parents are required to provide their account details for any reimbursement which may occur.

Please note, that if your child is absent on the last day of their enrolment, no subsidy is paid to the service. Families must pay full fee for that day.

## CHANGE IN FEE STRUCTURE

Fees are subject to change at any time provided a minimum of four weeks' written notice is given to all families.

## BOND PAYMENTS & STATEMENTS

Ainslie OSHC does not take any bond payments but charges two weeks in advance for any bookings.

Statements are emailed to families fortnightly on a Monday. Please ensure that you keep your email address up to date. Statements can also be viewed through Xplor home app at any time.

Payment for fees is due on Friday of the same week that statements are sent out. This is usually the Friday after public service pay day. Your statements show both charges to your account and payments made.

## PAYMENT OF FEES

For 2025, Fees will be due fortnightly. Casual bookings are adjusted in the next payment run if it is requested after the payment cycle.

### Payment options:

Payment of fees is through our debit success program. Fees will be debited fortnightly from a bank or credit card account. Parents will have to complete the direct debit form at the time of enrolment or when there is any change in banking details. Please note that there is a small direct debit charge mentioned on the form.

**Completion of this form is mandatory.** If parents do not sign the direct debit form, then the Director has the right NOT to accept your enrolment form and bookings.

## FINANCIAL DIFFICULTY

Parents/guardians experiencing financial difficulty need to contact the Director, who will discuss and make suitable arrangements for payment of fees.

## Policies And Procedures

### POLICIES

Ainslie OSHC has a vast set of policies to ensure smooth running of the service. A copy of our policies is available at the sign in/out area.

### EMERGENCY PROCEDURE

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by Ainslie OSHC. Children and staff will practice emergency procedures at least once per term.

### BEHAVIOUR GUIDANCE

Ainslie OSHC implements a behaviour guidance approach. Educators, children and families work collaboratively to support a positive learning environment. At the forefront of this is the safety and wellbeing of all children and staff that attend the service. We believe that Ainslie OSHC is a place of learning and that mistakes are made, and educators treat instances of complex behaviour as learning opportunities, guiding children to make informed, positive choices. This position is informed by the latest research and practice regarding emotional regulation and positive behaviour guidance. However, when behaviour affects the safety and wellbeing of other children, staff and visitors, further action will be taken.

### PHOTOS AND PRIVACY

Privacy is acknowledged as a fundamental human right. At Ainslie Out of School Hours Care, we have an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in Early Childhood Code of Ethics, National Education and Care Regulations, and the Privacy Act 1988 (Cth).

The right to privacy of all children, their families, and educators and staff of the Out of School Hours Care Service will be upheld and respected, whilst ensuring that all children have access to high quality care and education. All staff members will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

As part of your enrolment with Ainslie OSHC, you may select to opt in/opt out of photographs being taken of your child. Photographs at our service are used as part of our programming and are taken through the Xplor App so parents/carers can see what their child is doing during the program. All Ainslie OSHC staff have read and will adhere to the Privacy and Confidentiality Policy at all times and will ensure documented information and photographs of children are kept secure whilst being accessed at any time by a parent/carer.

# Health, Safety and Risk Management

## ACCIDENT, INCIDENT OR ILLNESS MANAGEMENT

In the event of accident or illness, details containing the nature of the accident or illness, who attended to the child and the course of action taken, will be recorded.

In the event of a major accident, the Director/Responsible Person will, if required, call for an ambulance. Parents/guardians should note that they will have to meet the costs of any ambulance transportation.

Ainslie OSCH ensures that there are always educators/staff with a current First Aid certificate present at the service.

## MEDICAL CONDITIONS

To support children's wellbeing and manage specific healthcare needs, allergies or relevant medical conditions, Ainslie Out of School Hours Care will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are implemented. We aim to take every reasonable precaution to protect children's health and safety by explicitly adhering to individual medical management and risk management plans and responding to any emergency should they arise.

We will involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. Ainslie Out of School Hours Care is committed to adhering to privacy and confidentiality procedures when dealing with individual health care needs, allergies and/or relevant medical conditions.

## EXCLUSION DUE TO ILLNESS

As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents will be **asked not to send sick children to Ainslie OSCH** and to collect children who are unwell immediately.

All care and consideration will be given to a child who becomes ill while at Ainslie OSCH.

Children with infectious diseases will be excluded from Ainslie OSCH for the period recommended by the ACT Department of Health.

## MEDICATION

If your child requires medication, a Medication Record Sheet must be completed. Ainslie OSCH will only administer medication if it is in original packaging and has the child's name, date of birth, expiry date and dosage printed on the label. We are unable to administer any medication without labels.

On administration of the medication, Ainslie OSHC will complete the following information:

- Date, time, and dosage given
- Person who administered it
- Person who witnessed the administration.

## SUN PROTECTION

When the UV level reaches 3 or above, Sun Protection is mandatory for all children at AOSHC. Cancer Council ACT recommendations include the application of a sun block, wearing a suitable hat, staying in the shade when possible and to follow the SLIP-SLOP-SLAP-SEEK-SLIDE philosophy.

Ainslie OSHC will provide spare hats and a broad-spectrum and water-resistant SPF 30+/50+ sunscreen. Children will be encouraged to apply this sunscreen on arrival to Ainslie OSHC each afternoon. If your child is allergic to sunscreen, please advise Ainslie OSHC when filling out the enrolment form. You have the option of providing a hypoallergenic sunscreen for your children.

## EXCURSION POLICY

Excursions will be provided from time to time as part of the Ainslie OSHC program to provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities. Excursions include short walks locally with educators/staff as outlined in enrolment forms.

However, Ainslie OSHC will ensure:

- No child will be taken outside Ainslie OSHC without the parent/guardian's written authorisation.
- A minimum of **48 hours'** notice will be given to the parent/guardian regarding any excursions.
- All excursions will be publicised to all families with full details of destination, times of departure and return, educators/staff and volunteers attending, and what the children should bring.
- An excursion permission form will be filled out for each specific excursion.

## CONFIDENTIALITY AND CHILDREN'S RECORDS

Ainslie OSHC protects the privacy and confidentiality of all children, families, educators, staff and management. All records and information are kept in a secure place and are only accessed by, or disclosed to, those people who need the information to fulfill their responsibility or who have a legal right to know. For more information on confidentiality and children's records, please refer to our Privacy and Confidentiality Policy.

## Family Involvement and Feedback

### **FAMILY INVOLVEMENT AND PARENT SUBCOMMITTEE**

You are integral to our service! We value our relationship built with you on trust. We invite and encourage you to participate in all decisions at our service.

You could be involved in many ways like joining the committee, helping us to write and review policies, sharing your skills and ideas for benefit of children attending, sharing a recipe with us, teaching us a skill that you may have, play a sport, read a book to children attending or just by providing feedback.

The Ainslie OSHC's Management Committee meets once every quarter to discuss the operation of the service.

Any family wishing to join the committee or be involved in the activities of the committee are encouraged to contact the Director or Convener.

Any person involved in Ainslie OSHC is welcome to make suggestions and discuss any concerns they may have regarding current policies or procedures with the Director or the Convener.

Policies and procedures are distributed annually for review or more frequently if needed. These are located in the office and are readily accessible.

### **COMPLAINTS OR GRIEVANCE PROCEDURE** (Dealing with Complaints Policy available upon request)

Any complaints or grievances against either the care given to your child or an educator/staff member, should be discussed with the Director in the first instance.

Given the diverse nature of possible grievances, it is impossible to outline specific procedures for resolution in all cases. The following procedures identify steps intended to satisfy as many circumstances as possible.

Ainslie OSHC will protect the rights of parents and carers to have grievances raised and resolved by ensuring the following processes are followed:

- Ainslie OSHC makes a genuine effort to establish an atmosphere of trust and open communication, so grievances can be dealt with constructively.
- Acknowledging any grievance as soon as practical.
- All written complaints will be acknowledged in writing within two weeks.
- All complaints will be handled with the strictest confidence.
- A record of all grievances raised, and the steps taken to resolve the grievance will be kept maintaining confidentiality at all times.
- Where raised with an employee, the employee/s should discuss the matter with the person concerned if appropriate.

- If resolved, the employee provides the Director with a summary of the circumstances and the agreed resolution.
- If unresolved, the employee takes the issue to the Director verbally or in writing. The Director will then assist in the resolution of the issue.
- Where raised with the Director, the Director will make a record of the grievance.
- The Director will attempt to resolve the concern directly with the parent/carer in the first instance.

If a satisfactory resolution has still not been achieved, a written complaint should be then sent to the President of the Ainslie School Parents and Citizen's Association. The Convenor/Secretary of the Management Committee and the Director will provide a summary of the circumstances to the P&C President. The President of the Parents and Citizens Association will then assist in the resolution of the issue. If necessary, a panel of people will be formed to seek a satisfactory resolution. The panel will be comprised of chosen representatives of both parties.

The Director will maintain a complaint register at the service. The information will be kept for review by the Management Committee to:

- Redesign services.
- Change organisational practices
- Re-train educators/staff on service delivery

#### CONTACT DETAILS FOR FURTHER QUERIES, CONCERNS OR FEEDBACK:

If you have any further queries or concerns, please do not hesitate to call at 0492 951 129 or email at [info@ainslieoshc.com.au](mailto:info@ainslieoshc.com.au). We appreciate your feedback as it helps us to constantly improve our service.

Thank you for choosing Ainslie Out of School Hours Care and we look forward to our long term and beautiful association with your family!