GEMBROOK PRIMARY SCHOOL

OSHC Access to Services Policy

Purpose:

This policy applies to all parents and authorised persons, staff, visitors, volunteers and students working within the centre.

Rationale:

Gembrook Primary School aims to protect the safety of children and to protect the custodial rights of families/guardians at all times. The Service will remain free from discrimination to children and families. Equal Opportunity principles will apply subject to the Commonwealth Government 'priority of access' guidelines.

Scope:

Gembrook Primary School OSHC provides care at Gembrook Primary School.

Members of the community, professionals and students will be provided access to the centre where it enhances the quality of the program, protects the welfare and rights of the children and staff and provides training and experience to members of the children's services field.

Details:

Definitions:

- OSHC – Outside School Hours Care

Protocol/Procedure:

Gembrook Primary School OHSC shall:

- Comply with requirements of the Commonwealth Government to ensure families have access to Child Care Benefit.
- Provide information on their website regarding the Outside School Hours Care Program.

Enrolment to Outside School Hours Care program

Gembrook Primary School shall:

- Provide access to the OSHC enrolment form via the Gembrook Primary School website, and the school office.
- Provide Families/Guardians not fluent in English the option to request an enrolment interview to be conducted in their primary language.
Families shall:

- Fully complete a current enrolment form before the child's attendance at a program.
- Annually update enrolment information.
- Understand the processing time for new child enrolments may take up to 48 hours (which includes processing enrolment form notification of care available and ensure all relevant information is at the service).
- Understand enrolment must be fully completed before care can begin, this includes immunisation and medical action plans.
- Understand that permanent bookings for Before and After School Care cease at the end of each calendar year and must be re-booked.
- Understand that any child without a completed enrolment form including any medical action plans will not be able to attend care.

Gembrook Primary School OHSC administration staff shall:

- Ensure all enrolment forms are fully completed before informing families/guardians that care can commence.
- Ensure that a copy of the child's enrolment form and relevant attached documentation are located at the main administration office for OSHC before the child commences care.
- Inform families with incomplete enrolment forms what information is needed to ensure their enrolment form is processed.
- Follow the guidelines of the Commonwealth Government 'Priority of Access' guidelines when placing children.
- Confirm bookings and verbally provide information to families regarding administration policy.
- Inform families that a copy of the policy is available at each service.
- Ensure that all enrolment forms are filed securely on the premises with all relevant documentation attached, such as management action plans and a copy of court orders.

Waiting List

Gembrook Primary School OSHC shall:

- Maintain a waiting list and contact family/guardians when availability occurs.
- Contact Families/guardians to confirm they still wish to remain on the waiting list and to update details.
- Follow the Commonwealth 'Priority of Access' guidelines.

Families shall:

- Contact administration staff for updates regarding the waiting list.

Children with Additional Needs

Gembrook Primary School OHSC shall:

- Advocate for additional support to assist families/guardians and children to access care.
• Assist in providing care within the available resources and financial availability of its program.
• Maintain the right to refuse care if the health and safety of other children within the program may be compromised.

Families shall:

• Contact the OSHC Coordinator before the enrolment process begins to assess the care requirements of the child and whether additional support can be obtained.
• Assist with the inclusion of children with additional needs.
• Understand they may be required to meet with the OSHC Coordinator and educators regarding their child’s care.
• Support facilitators to assess their child's needs.
• Understand they may be required to complete additional forms to assist in funding support for the child for OSHC.

Orientation Program/Commencing Care

Gembrook Primary School OHSC staff shall:

• Introduce themselves.
• Orientate families/guardians around the service.
• Ensure families/guardians are aware of where important administration information is located within the service.

Families shall:

• Inform the school that their child is attending the program.
• Ask the school to remind the child they are accessing the program.
• Ask the school to delegate an adult (teacher) to assist the child in locating the program.
• Spend time within the program.

Family Court Orders

Families shall:

• Provide OSHC with current information regarding Family Court orders on enrolment and notify the Coordinator when changes are made.

Gembrook Primary School OHSC shall:

• Follow the guidance lines of The Children's Services Act 1996 and Children Services Regulations of 2009.
• Understand where a child attending the centre is not living with both parents/guardians, or where disputes arise in relation to responsibility of the child the following will apply:
Parental responsibility remains with both parents/guardians jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an order, the child will be released to either parent/guardian who is authorised to collect the child.

Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the Order needs to be produced for inspection by the Coordinator. The enrolling parent/guardian will be contacted and informed of the decision.

If directed by the Department of Human Services protective care officers or police a child will not be released into the care of a parent/guardian with Parental Responsibility for the child, or other person authorised by that parent/guardian.

Visitor Access

Gembrook Primary School OHSC staff shall:

- Provide opportunity for incursions (visitors) to occur when ever practicable.
- Ensure all other visitors to the centre make an appointment with the OSHC Coordinator.
- Invite families/guardians to participate in the service where practicable.
- Ensure the incursion staff visitors are reputable and have a current Working with Children Check.
- Ensure that incursion staff are supervised at all times.
- Invite incursions (visitors) as part of the children's program, for example:
  - Community people with a skill, art or experience from which the children will gain experience or enjoyment.
  - Members of the Fire Brigade, Police Department, medical or nursing professions.
- Provide information to families/guardians in a timely manner that an incursion will be occurring.

Student Access and Placements

Gembrook Primary School OHSC shall:

- Promote the ability for students to increase their skills and knowledge through practical experiences.
- Provide student access and placements to students who are:
  - Secondary students who wish to gain work experience as part of their school program.
  - Students studying early childhood, child care or a related course at a recognised training institution.
- Limit the number of students on placement at anyone time, the number of students will be at the discretion of the Coordinator after appropriate consultation with staff involved.
- Ensure that students are supervised at all times and are not left alone or unsupervised with children.
- Make students aware that they are supplementary to staff requirements and will not replace staff unless they are employed by Gembrook Primary School.

Volunteers

Gembrook Primary School OHSC staff shall:

- Promote the ability for volunteers to increase their skills and knowledge through practical experiences.
• Accept volunteers for work experience when there is evidence of a genuine interest in the work involved and at the Coordinator's and School Councils discretion
• Determine their suitability as potential volunteers.
• Obtain a current criminal history check (police check) and a working with children's check from all volunteers.
• Give clear guidelines in relation to their responsibilities and code of conduct to volunteers while at the centre.
• Ensure volunteers are supplementary to staff requirements and will not replace staff.
• Ensure volunteers are never left unsupervised or alone with children.

**Professional Access**

Gembrook Primary School OHSC shall:

• Promote the ability for professionals to access the service to assist families/guardians, children and staff.
• Allow access to the centre which will be at the discretion of the Coordinator and if involving the children, with the parents/guardians written consent.
• Inform supervisors of any upcoming professional visitors.

**Families shall:**

• Provide written request and consent for a professional to access the service.

**Gembrook Primary School OSHC Supervisors shall:**

• Permit the following professionals access to the building once photo identification of their association and role:
  - A representative to the Victoria Department of Education & Early Childhood Development as stated in the Children's Services regulations 2009.
  - Police Officers.
  - Department of Health Inspectors.

**Unwelcome Visitors**

Gembrook Primary School OHSC staff shall:

• Ask unwelcome visitors to leave the service.
• Call the Police (000) if refusal to leave the service.
• Not try to physically remove an unwelcome visitor.

**Related Policy**
Policy History:

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