



# ADMINISTRATION

## Section 1

Modbury West OSHC Service aims to provide a high quality service, one that children enjoy attending and parents are comfortable sending their children, knowing they will be safe. Modbury West acknowledges that providing a high quality service means more than keeping children happy, it means having good administrative practices. Modbury West recognises that all stake holders need to contribute to the service in different ways and that confidentiality is maintained and access is fair and consistent.

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## Access to the Service S1-1

Access for families & children to Modbury West OSHC will be non-discriminatory. Children's access to safety & care at the service will be ensured, and the custodial rights of parents to access the service will be protected. Members of the community, professionals and students will be provided access to the service where they can enhance the program's quality, the protection of the welfare and rights of children and staff or the provision of training and experience to people in the children's services field.

### Implementation

Equal Opportunity principles will be observed in relation to access to the service for children, parents and staff. (See *Equal Opportunity Policy and Staff Selection Policy*)

Enrolments will be subject to Commonwealth Government Priority of Access Guidelines (*Outside School Hours Care Handbook, DH&FS, 1998*).

### Enrolments & Bookings S1-1/1

Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. An enrolment form must be completed by each family for each child. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language. On enrolment, parents will be given a 'Family Handbook', advised about access to service policies and asked to complete an induction to the service.

Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the Director, service staff, Management Committee members, parents and Commonwealth of Australia Officers. It is the responsibility of the parent to notify the centre of any changes to family circumstances.

The children of committee members/operators and staff may access the service only under the Commonwealth 'Priority of Access Guidelines'.

Committee members' children can be cared for by the service with no fee payable if the committee member is engaged on committee business, for the duration of that business only. Placement is to be organised through the Director. Otherwise staff and committee members must pay the standard fee if their children attend the service.

Upon enrolment families will be required to complete a booking form to confirm places for Before and After School Care and Vacation Care. The booking form will last the duration of the current school term (or Vacation Care Period). Prior to the commencement of the new term a new booking form will be required to be completed. In the event of a new booking form not being completed children will be accepted to the Service using the previous terms booking form. The bookings registered on the existing booking form will remain in effect until bookings are cancelled and/or changed by completing and updating a new booking form.

Bookings for families who require casual care can be negotiated with the Director, however a booking form must be completed and a note regarding the negotiated arrangements will be recorded by the Director on the booking form.

Once the booking sheet has been completed all fees and charges will be raised as a direct result of the information provided therein (see *Cancellations S2-3/6*)



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## **Waiting List S1-1/2**

If a place is not immediately available at the service, the child will be put on a waiting list. Details about priority of access eligibility, and care requirements will be required. Once on the waiting list, the family is asked to contact the service regularly to confirm they wish to remain on the list. When a place becomes available, the family will be contacted by the Director or an agent thereof and enrolment may proceed.

## **Suspension / Exclusion S1-1/3**

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

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care, or
- A child puts one or more children or staff member at risk through inappropriate/dangerous behaviour (*see Behaviour Management policy*)
- (*see also Health policy for policies relating to infectious disease and immunisation*) & (*see also Fees policy, which outlines procedures when fees are not paid*).

## **Immunisation S1-1/4**

*See Health & Safety Policy- Immunisation*

## **Children referred from school S1-1/5**

In an emergency situation, children not collected from school will be taken to the OSHC service after consultation with the parent or guardian where possible. The custodial parent will be liable for any fees incurred. If the child has not been enrolled at the service their relevant health and contact details must be made available to the OSHC service by the school prior to care commencing.

## **Authorisation for collecting children S1-1/6**

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.

If the custodial parent/guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child.

Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:

- Parent responsibility remains with both parents jointly and individually except where it is altered by a Parent Order. In the absence of a Parent Order the child will be released to either parent.

Types of Parent Orders:

*Residence Order*- determine where the child will reside

*Contact Order*- determines which parent will have contact with the child and how this contact will happen

*Maintenance Order*- determines which parent has maintenance liabilities for the child

*Specific Issues Order*- determines which specific aspects of parental responsibility are given to one parent



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- Where a parent cites a Parent Order giving himself or herself lawful access to the child, the Parent Order needs to be produced for inspection by the Director. The enrolling parent will be telephoned, to both check the existence of the Parent Order and to be informed about the situation.

The child will only be released into the care of the parent with Parental Responsibility.

## **Unauthorised collection of children S1-1/7**

If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the Director or an agent thereof will contact the custodial parent/guardian to get their authorisation (*the custodial parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity*). Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent/guardian's authorisation has been obtained.

Any person not known to the service will be required to provide proof of their identity.

## **Intoxicated person Collecting a child/ren S1-1/8**

In the case of a parent/caregiver or Authorised person arriving at the service in a visibly intoxicated or otherwise unfit state, to collect a child, the person will be encouraged to contact another adult to arrange the collection of the child/children in the instance of the unfit person not being able to contact another adult the service will endeavour to contact alternate collection authorities. If the unfit person insists on taking the child, the police will be informed.

## **Late collection S1-1/9**

Parents who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement, if other than an authorised person on the enrolment form (*see also Fees policy for information about late fees*).

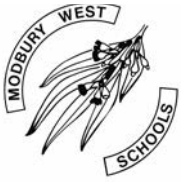
If the parent has not contacted the service and the child has not been collected 10 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection (*see Fees policy*).

If no-one can be contacted and the child has not been collected 45 minutes after the service's normal closing time, or at the discretion of the Director or an agent thereof, Crisis Care will be contacted and asked to take responsibility for the child. In the event that an agent of the Director employs the services of Crisis Care the Director will be notified immediately and kept up to date with any developments throughout this process.

## **Family contact S1-1/10**

Staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship: Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.

Parents will have access to the Director at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service. Parents may visit the service at any reasonable time while their child is in care.



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Staff will, where appropriate be encouraged to discuss positive behaviours with parents.



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## **Volunteers, students and visitors S1-1/11**

Volunteers may be accepted for work experience where there is evidence of a genuine interest in the work. Potential volunteers will be interviewed by the Director to determine their suitability. All volunteers will be given clear guidelines in relation to their responsibilities and code of conduct while at the service.

The service will offer student placements to:

- Students attending child care, teacher, recreation, community or early childhood training with a registered training organisation.

All placements will be negotiated through the Director. Students will be provided with clear guidelines in relation to their responsibilities and conduct while at the service

Volunteers and students are supplementary to staff requirements and will not be used to replace absent staff unless they are on the service's payroll as relief staff.

Visitors may be invited into the service as part of the children's program. They could include: local people with a skill, art or experience from which the children will gain experience or enjoyment; members of the Fire Brigade, Police Department or a medical or nursing profession.

All visitors to the service must make an appointment with the Director.

## **Unwelcome People (Intruder) S1-1/12**

Any unwelcome visitor/person will be calmly asked to leave the service. Refusal to leave will necessitate the Senior Staff member calling the police for their removal. Staff will not at any time try to physically remove an unwelcome person. (*See Emergency Lock Down Procedures S4-16/2*)

## **Professional Access S1-1/13**

Professional access to the service will be at the discretion of the Director. If it involves the children, the parent's written consent will be required. The only exception to this would be for children at risk (*see Mandatory Reporting policy, S4-10*).

Professionals or officials who may require access include:

- Family and Community Services Officers - *Children's Protection Act 1993 (SA) Section 19*
- Police officers - with warrant
- OHS inspectors - *Occupational Health Safety and Welfare Act 1986 (SA) section 38*
- Officers of the Department of Education, Children's Services (DECS)- Licensing and Standards Unit under the Children's Services Act 1985 (SA) Section 29
- Department of Education, Children's Services (DECS) project officers and district coordinators
- Officers of the Department of Health & Family Services or Centrelink-to inspect service records for Childcare Benefit and Childcare Cash Rebate accountability requirements under the Childcare Payments Bill 1997 (Commonwealth).
- National Childcare Accreditation Council (NCAC), Validators for Validation visits or spot checks



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## Hours of operation S1-1/14

We will meet the needs of the parents in our local community who either work, study or have other commitments by operating for days and hours that allow them to reasonably get to and from work or place of study.

Before School Care (BSC) is open from 7 am to 9 am, Monday to Friday except school closure days, school holidays and public holidays \*\*

After School Care (ASC) is open from 3:10 pm to 6:15 pm Monday to Friday except school closure days, school holidays and public holidays \*\*

Vacation Care service (VAC Care) is open from 7 am to 6 pm. Monday to Friday except public holidays. \*\*

School Pupil-Free Days (PFD) - the service will be open from 6 am to 6 pm \*\*

\*\* *The Governing Council may decide to close the service for a specific reason called OSHC pupil-free days, families will be given 30 days notice (where possible)*

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## Management Committee/ Operator S1-2

Modbury West OSHC Service will provide a quality service and will operate according to all legal requirements. It will make every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents, and staff in the operation of the service. The operator and Management Committee will ensure that decisions are made using agreed methods (in accordance with its constitution) and in the best interests of the service.

### Implementation

When deciding on specific policies and procedures, the relationship between the operator and the OSHC Management Committee must be clear.

The operator, as defined by the Department of Health and Family Services, is the body which has signed an agreement with the Department of Health and Family Services to provide an OSHC service.

The operator of Modbury West OSHC service is the Governing Council, and the OSHC Management Committee is a subcommittee of the Governing Council.

The operator will ensure that the service is managed in accordance with Department of Children's Services and Department of Health and Family Services requirements. Committee members will know the requirements regarding:

- Broad organisational goals (objectives)
- Funding and operational agreements, membership, standards, management structure, meetings, auditing, common seal, and dissolution.
- The formal roles of the chairperson, secretary and treasurer.

The operator and Management Committee will ensure that all relevant guidelines, acts and regulations are adhered to in the management of the service (for example, funding guidelines, associations rules/constitution, departmental OSHC Standards, departmental AIGs, relevant industrial awards etc.)

### Membership S1-2/1

Much of the work of the operator will be achieved through the OSHC Management Committee. Membership of the committee will be open to all parents using the service. Parents will be actively encouraged to participate.

The Director will be a member of the Management Committee.

A member of the Governing Council will represent the Governing Council on the OSHC Management Committee.

OSHC Management Committee members will be elected in accordance with government organisational guidelines and requirements and the operator's requirements. Where possible, it is desirable that at least half the outgoing committee will be re-elected, to ensure continuity of management. In the case of outgoing committee members not being re-elected a "hand-over" will occur at the next Management Committee meeting.





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A staff member may ask to attend the Management Committee meeting, to raise issues on behalf of the staff and to provide feedback to other staff on the committee's decisions. This member will be bound by the rules of confidentiality that apply to all members.

Professionals may be invited to attend Committee meetings to discuss particular issues, or may be given short-term membership for a particular period.

## **Decision Making S1-2/2**

The Management Committee will make recommendations to the operator for its endorsement (ratification), and shall not make decisions or act on behalf of the service without operator approval.

Decisions about the overall management of the service will be made at Committee meetings and ratified by the operator. The best interests of the families and service will always take priority in determining decisions.

## **General S1-2/3**

All new members of committees with responsibilities for operating or managing the OSHC service will be oriented into their roles and responsibilities. Returning committee members will provide new members with support and encouragement.

Parents and staff will be kept informed about the Committee's membership, meetings and decisions and have opportunities for input into the management of the service.

The committee will ensure the service's philosophy statement reflects the needs and values of its clients by evaluating the statement annually. The committee will also ensure the operation of the service is always consistent with the philosophy statement.

Policies and procedures will be strictly followed by the committee. They will be regularly reviewed to ensure they meet current needs.

A committee members who discovers a possibility of a conflict of interest in determining an outcome for the service should announce this at the committee meeting and withdraw from further discussion or decision-making in relation to that issue.

Responsibility for the day-to-day operation of the service is delegated to the Director. Any matters that the Director is not confident about resolving, or determines to be significant, will be brought to the attention of the operator or Management Committee for discussion and resolution as soon as possible. Where urgent decisions need to be made, an executive decision may be made by contacting the executive, made up of the Director, School Principal and other reps as elected by the Governing Council.

At committee meetings the Director will present a written progress report, including any concerns or any different aspects of care and will provide information to assist the committee make its decisions.



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Communication between the operator, committee and staff in relation to their work or the operation of the service will be through the Director. Committee members will have direct contact with staff members only while at the service:

- As a parent in relation to their child's participation at the service
- At social functions
- While accompanied by the Director.

The operator or committee members will request access to the service's resources, records etc. only when necessary to fulfil their management responsibilities. All requests for access will be made to the Director, who will determine a mutually convenient time. **The service policy on Confidentiality will be strictly observed.** Confidentiality will be maintained at all levels by all people.

## **Professional development for committee members S1-2/4**

Committee members will be asked to identify any areas where they need training or resources to enhance their skills and participation in committee tasks. The committee may make an annual allowance in the service's budget for committee training.

## **Grievance S1-2/5**

All members should be aware of the grievance policy and, should conflict arise, the grievance procedure should be set in place and all steps adhered to. Where parties cannot resolve issues, they will stand down. Matters must not be left unresolved for longer than two months.

A process of appeal will be included in parent, staff and committee handbooks, should anyone wish to question a decision of the committee (*see also Committee Grievance Procedures policy S3-1*).



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## Records S1-3

Modbury West Service has a duty to keep adequate records about staff, parents and children in order to operate responsibly and legally. The service will protect the interests of the children and their parents and the staff, using procedures to ensure appropriate privacy and confidentiality.

### Implementation

The service's orientation and induction processes will include the provision of relevant information to staff, children and parents about which records will be kept, how they will be kept, and how long they will be kept.

Records must be kept by the service, as listed in departmental OSHC Standard 5.3.1.

Clear guidelines on which people have access to which particular records will be given to Management Committee members, staff and parents. These will be available at all times at the service (see *Confidentiality policy*).

The agencies listed below have differing requirements on the length of time the service needs to retain financial records

AGENCY	NUMBER OF YEARS
Department of Education & Children's services	7 years
Department of Human Services and Health	3 years (from date of last entry)
Family Assistance Office	3 years
Australian Taxation Office	5 years (from end of financial year)

As the bulk of OSHC records have links with all of the agencies listed, it is recommended that all records are retained for a minimum of 7 years.

The following table shows how long specific kinds of records must be kept:

Accounting documents	7 years
Income tax documents	7 years
Time and wage records	7 years
Bank statements	7 years
Insurance	7 years
Receipt books	7 years
Requirements for funding	7 years
Childcare Assistance (receipts from government)	3 years
Legal Accident and Illness Reports	7 years after the child has reached the age of 18
Recorded information about the child's participation at the service	7 years after the child has reached the age of 18
Attendance Records	7 years
Management Minutes	7 years, then permanently stored at state records
Administration of Medication	7 years after the child has reached the age of 18

If the service changes management, all operator records will be passed onto the new operator.

If the service closes, all records will be stored at Modbury West School.



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All records after being archived for the prescribed time for each agency, will be shredded to ensure confidentiality

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## Referrals from other Agencies S1-4

In the interests of children's welfare and protection, access to children referred to Modbury West OSHC Service by appropriate agencies will be accommodated wherever possible, while still ensuring the safety and care of every child at the service.

### Implementation

Referral agency officers will be required to provide verifiable identification before being admitted to the service.

The Governing Council will determine limits on the number of children with special needs that the service is able to appropriately care for.

Where the service cannot accept a referred child, the referring agency will be advised to contact other alternative OSHC services.

Acceptance of a referral will depend on:

- The service having the required resources to appropriately care for the child, including specialised training
- Completion of a referral form
- A visit from the referring agency (case manager) to: provide information about the referral, clarify any special conditions of enrolment, provide necessary details about the child's care arrangements, including foster care details if appropriate, determine a suitable introduction process (child to the service and staff, the service and staff to the child's needs), reach agreement about the costs for providing care and any special requirements, eg transport, Subsequent enrolment according to the service's usual enrolment procedure, agreement to a debriefing from the case manager at the end of the referral period.

The treasurer/Management Committee, in consultation with the Director, will determine a fee schedule for referrals, which includes contingencies for arrangements such as payment for special transport and/or additional staff support.

The referral agency will be invoiced for the agreed cost of providing care, determined during the case manager's visit to the service.

The service will ensure the strictest confidentiality with respect to information about referred children at all times. Access to confidential information will be given only on a need-to-know basis. However, staff involved in the care of referred children will be provided with information considered necessary to ensure the safety and protection of both the referred children and other children in care.



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## Confidentiality S1-5

Modbury West OSHC Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

### Implementation

Every employee, Management Committee member and member of the operating body is provided with clear written guidelines detailing:

- What information is to be kept confidential
- What confidential information they may have in order to fulfil their responsibilities and how this information may be accessed.
- Who has a legal right to know particular information
- Confidential conversations that staffs have with parents, or the Director has with staff members, will be conducted quietly away from others.
- Personal forms and information must be stored securely (e.g. locked filing cabinet).
- Information about staff members will be accessed only by the Director, the individual staff member concerned or an authorised member of the Management Committee, or the Governing Council.
- Matters discussed at committee meetings must be treated as confidential
- No member of staff, management or governing council may give information on matters relating to children to anyone other than the custodial parent/joint guardian or guardian, when that information has been obtained in the course of employment at the service. However, staff must give such information to a court of law if under subpoena to do so. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service and may be given to the Management Committee or operator's representative, when it is needed for the proper operation of the service and the wellbeing of users and staff.
- Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone, either within or outside the service.
- Students/people on work experience/volunteers will not discuss staff/children or families at the service outside the service, nor will they ever use family names in oral, recorded or tutorial information.

The following records for each child are confidential and must be kept in a secure and accessible place:

- Personal details (name, address, date of birth)
- Relevant medical details (if any)
- Relevant custody details (if any)
- Details of people authorised to collect children from the program
- Permission for child to leave the service unaccompanied (if applicable)
- Forms for signing in and out of children at the beginning and or end of programs



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Personal details of parents/approved persons

Personal details of emergency contacts

Details of the child's doctor

Authorisation to seek emergency medical, hospital, and ambulance services (or the chosen alternative of the parents/approved person)

Special needs or considerations relating to a child's medical needs/excursion needs

Authorisations to administer medication, and details of medication administered

Written authorisations to take children outside the service (e.g. excursions).

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## Policy Development and Review S1-6

We will provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. Management will ensure that all individuals are aware of relevant policies and have free access to the policy booklet.

### Procedure

The operator will ensure the development of all required policies under the National Standards and the OSHCQA system of accreditation.

Other policies are to be developed as deemed necessary by the operator.

This will be based on the following criteria:

- An issue or problem arises that is not addressed in a current policy.

- A current policy is not meeting the current need.

- Daily operations of the centre are unclear to staff, parents or the operator.

- Staffs, parents or the operator are unsure what to do in a certain situation.

- There have been changes due to outside influences.

All policies must reflect the current philosophy of the centre.

Policies will be recorded in a loose-leaf policy booklet along with the centre's philosophy, date of endorsement and date of review. This booklet is to be kept in the specified place and made available to those who wish to see it.

The operator will ensure that any new committee members, staff and families entering the service are made aware of the policy booklet and any specific policies relevant to them.

Any persons involved in the centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and staff will be informed of this policy on enrolment/employment and through the centre's information booklet.

Staff and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.

All other policies will be reviewed within an 18 month period and more frequently if the need arises or there are changes to legislation or recognized best practice.

The review of policies will be based on the following criteria.

- Is the policy operating effectively?

- Does it include appropriate responses to individual incidents?

- Does it meet the needs of all involved in the centre?

- Does it meet the aims and objectives as outlined?

- Is it consistent with current philosophy?

- Is it consistent with current legislation, acts and standards?

Any changes to existing policies will be circulated immediately to all involved in the service through individual notes, notice boards, personal contact and if felt necessary through a group meeting. The date the changes will become effective will be noted.

All changes are to be recorded in the policy booklet with the date of endorsement and review.





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As an ongoing practice specific policies may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the centre.