

**Eastbourne
Primary School**
Celebrates Success

Eastbourne Primary School

Outside School Hours Care Service

FAMILY HANDBOOK 2023



Contact

OSHC Mobile: 0408 589 387

School Office: 5986 4884

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Our Philosophy

Eastbourne Primary School Outside School Hours Care is guided by the "My Time, Our Place" framework and the National Quality Framework (ACECQA). We implement a philosophy of allowing children the freedom to pursue their own interests in a fun recreational setting where they can play, relax, interact and learn new skills while in our care.

Our inclusive educational program respectfully acknowledges a variety of cultures and backgrounds and acknowledges and respects our local Indigenous Nation, the Bunurong People

Children

We have a commitment to promoting a secure, safe and stable environment where children can develop a strong sense of wellbeing and belonging, allowing for opportunities to develop socially, emotionally and physically.

We foster children's social development by providing a safe and trusting environment where children can establish connections to others, a sense of autonomy and promoting self-esteem.

We follow the school motto of: **Fair, Safe, Friendly.**

We encourage children to have the freedom of self-expression through pursuing activities, fun and play to discover own natural interests and preferences. Children are encouraged to be playful and enthusiastic in our program and are supported to self-regulate and respect each other.

Our program ensures that all aspects of the children's time within our service supports and encourages diversity, are gender inclusive, promote learning and life skills through play and encourage creativity and imagination. The school community's values of **Learning, Collaboration, Respect and Community are incorporated into the program and activities.**

Families

We acknowledge that families and the community play a significant role in our program. We recognise and respect parents and guardians as primarily responsible for the upbringing, protection and development of their children and value the collaborative relationship between families and staff.

We promote a welcoming, supportive and friendly environment where parental input is encouraged and supported. We advocate for strong, open communication and partnerships and aim to provide regular feedback between staff and families.

We accommodate and support all families and their individual needs within our service.

We believe in the importance of working alongside families in developing children's positive identities and in learning to treat each other with respect and fairness.

Staff

We value a strong and professional collaborative team environment built on communication, trust and respect. We actively work to ensure that everyone is engaged and included within the program. We push for open communication about routines, events and children's experiences within the program.

Each staff member offers an array of different skills and strengths to bring different perspectives to our program. We celebrate the diversity of staff and actively support each other in decision making.

HOW THE SERVICE WAS ESTABLISHED

Out of School Hours Care gives parents peace of mind. The children are well cared for in a familiar environment - within the School and grounds.

Due to the support of families and the school community, this program is funded through the Australian Government.

LOCATION

The Service has its own room within the main administration building of Eastbourne Primary School. This is located next to the school office, staff room and canteen.

NUMBERS FUNDED

The Before School Hours Service is funded for 30 places in the morning and 30 places in the afternoon. The Vacation Program is funded for 45 places.

STAFF QUALIFICATIONS

The School Council employs the staff of the Service. The staff are all experienced in the provision of care and recreation activities for children. Diploma in Children's Services is the minimum requirement for the co-ordinators position and staff is continually encouraged to further their qualifications.

The Service Coordinator is responsible for the overall conduct of the Service and is the person whom parents should communicate regarding the Service and matters affecting their children.

THE PROGRAM OPERATES

- Before School operates from 7am to 8.45am
- After School operates from 3.15pm to 6.00pm

On the last day of Term 1, 2 and 3 and 4 we operate from the time when the students finish school at 2.30pm.

Please note: We do run a Curriculum Day Service should the number of parents who express interest in the program make its' operation viable.

AN ENROLMENT FORM MUST BE COMPLETED BY PARENTS/GUARDIANS BEFORE A CHILD CAN ATTEND THE OUTSIDE SCHOOL HOURS CARE SERVICE

SIGNING IN AND OUT PROCEDURES

Before School / Vacation Care: It is essential that parent/guardian sign-in their child/ren in the morning. We understand that it is difficult in the rush for work. However, this is a legal requirement. This is also a safety issue particularly in winter when it is still dark in the mornings.

After School / Vacation Care: Children must be signed-out by their parent/guardian or other authorised person before they leave the Service. The authorised person must be listed on the enrolment form.

For safety and security, children will only be released to authorised adults as named on their enrolment form.

Children are not permitted to ride their bicycle home from After School / Vacation Care.

LATE COLLECTION OF CHILDREN - POLICY PROCEDURE

Children must be collected by **6.00 pm** when the service finishes. If your child is not collected from After School Care by 6.00 pm a late fee of \$15.00 will be charged. This is to help cover the costs of paying staff overtime, as staff are only employed to 6.00pm. Staff will ask you to sign and write the time in the sign out book so you are aware of the fee, and it will be included in your next bill.

For your own child's wellbeing, please contact us if there are unforeseen circumstances and you will be late. This allows us to reassure your child that you are safe.

Our procedure for late pick-ups is:

1. At 6.05 pm we will call parents' contact details.
2. At 6.10 pm we will call emergency contacts.
3. At 6.15 p.m. we will re contact parents and emergency contacts.
4. If at this point, we are unable to contact the above, the Principal or Assistant Principal will be contacted.
5. If the child has not been collected by 7.00 pm and we have not been able to contact your emergency numbers, the Police, Department of Human Services or Child Protection will be contacted and advised of the situation.

BOOKINGS

The following processes for booking have been implemented:

- ❖ If parents have a permanent booking for their child in the After School Care Service, payment is compulsory whether attending or not. This ensures that your child has a permanent booked place. Families are entitled to 30 allowable absences per financial year. This means that you can have 30 absences and still receive Childcare Benefit. After 30 absences you will be required to pay the full fee of that session.
- ❖ If your child is absent, you must notify the office or Service so that a casual placement can be accommodated.
- ❖ This also means that once we have 30 places booked in for each afternoon, the book is closed, with further bookings placed on a waiting list.

Please do not assume that there will be a place on any day you might wish to make a casual booking as the service may be fully booked. It is wise to make casual bookings as far ahead of time as possible.

After School Care (ASC) staff become extremely anxious when they have to spend time looking for a child who was booked into ASC but has in fact already gone home - please let ASC know if your child will not be using a permanent or casual booking because of illness or other absence.

PLEASE DO NOT ASSUME THE SCHOOL WILL LET US KNOW.

Bookings can be made:

- ❖ At the service in person
- ❖ By phone during program hours or messages can be taken by the school office during the day
- ❖ At the School Office in person

CANCELLATIONS

Cancellations can only be made by contacting either the school Office or the program direct. Cancellation of all bookings requires the fee to still be paid.

HOLIDAY PROGRAM BOOKINGS- CANCELLATIONS

Vacation Care has a 'No Cancellations Policy' Confirmed bookings after the closing date given are non-refundable. If your child is absent on any confirmed booking day, (even with a medical certificate) the fees from that day are non-refundable due to the fact that payment is made based on bookings and not attendance. All excursions/incursions and transport costs are paid in advance by the centre and staff are rostered according to bookings. A "no-refund" policy also applies to children who are expelled from the program due to behavioural issues.

FEES AND FUNDING

All families are eligible for the Childcare Subsidy (CCS). Please telephone 136150 or visit them at most Centrelink offices to register.

Childcare benefits can only be given to children who have their names listed on the assessment notice.

CURRENT FEES AS AT OCTOBER 2023

Costs listed below are before claiming the Childcare Subsidy (CCS):

- ❖ **Before School Care:** \$15.00 per session (**permanent booking**)
\$17.00 per session (**casual booking**)
- ❖ **After School Care:** \$20.00 per session (**permanent book**)
\$22.00 per session (**casual booking**)

- ❖ **Cancellations: No notification of Cancellation Fee.**

To ensure the safety of all children, parents are expected to notify the program if their child is not attending OSHC. We don't automatically receive notification from the office of children away or if they leave as an early departure. A text message to the OSHC Coordinator on 0408 589 287 is adequate notice by 2.30pm.

All non-attendance still incurs the daily fee regardless of permanent or casual bookings if cancellations are not made.

An Absence without notice (for ASC only)- Not Notified Fee An additional fee of \$10.00 per child/per session will apply for instances when a child is booked

into an After School Care session and fails to arrive (without notice). This fee is in addition to the session fee.

Please Note: Failure to notify the coordinator of absences means that the program staff and/or school office staff must spend their time trying to locate your child.

- ❖ **Pupil Free Day Care Program:** \$65.00 per day (**Please note:** We only run this service should the number of parents who express interest in the program make its' operation viable.)
- ❖ **Early Finish Days:** \$25.00 per session. On the last day of all Terms, we operate from the time when students finish school at 2.30pm.
- ❖ **Holiday Program:** \$65.00 per day
(During Holiday Program on excursion / incursion days, there may be an extra cost where the school needs to pay an entry fee or bus travel for students. This will always be kept to a maximum of \$30.00 on top of your normal \$65.00 daily fee.)

- ❖ **Parents are responsible for lodging their Childcare Benefit Application with the Family Assistance Office.**
- ❖ **Parents must inform the Family Assistance Office that Eastbourne Primary After/Vacation Hours is their childcare provider.**

ACCOUNTS

The Out of School Hours Service requires prompt payment of accounts to ensure that the delivery of a quality service can be maintained.

Accounts can be paid in the school office during school hours. Eftpos, Direct Deposit and Credit Card facilities are available in the office if you have your Out of School Hours account with you to ensure the accuracy of your account.

- ❖ Accounts are often sent home with your child.
- ❖ Fees outstanding 28 days after the due date become a debt to the After School Hours Care Service, and therefore to Eastbourne Primary School.

In the event of outstanding fees our process is:

- ❖ Contact will be made by the school's Business Manager by phone or by mail to organise payment of fee.
- ❖ Child care will be suspended until the debt is paid in full.

RECEIPTS

All accounts paid directly at the school office.

ARREARS

When an account balance has been in arrears, without any payments and/ or a payment plan has not been adhered to, the position will be cancelled. If the debt is cleared and a new booking is requested, all session payments **MUST** be 2 weeks in advance.

FOOD/CELEBRATIONS

Children need a good variety of wholesome foods to allow for proper growth and development and to provide the energy needed for learning and play. Food habits and attitudes towards food begin at an early age. It is important that the provision of food reflects the cultural diversity of the children in care. Adequate nutrition includes a wide variety of food that adheres to nutritional guidelines in accordance with Royal Children's Hospital nutritional guidelines for children and Department of Human Services Better Health Channel eg. Correct quantities of food from the five food groups, low salt, limited fats and additives and avoid processed and pre-packaged foods. Treats or party food will only be provided on special occasions such as birthdays, Easter unless for religious or cultural beliefs families do not wish this to occur.

We provide a healthy, nutritious breakfast before school and healthy snacks and plenty of drinks after school. Water is available at all times.

We use platters to encourage children to select their own foods and these could include fruit, cheese, dried fruit, raw vegetables, dry biscuits with topping and sandwiches. In the colder months we also include soup, noodles and pasta.

It is vital that all allergies are noted on your child's enrolment form.

Some nights we may also include food that has been cooked by the children, such as small cakes, pancakes or biscuits.

All staff and students will follow correct food preparation procedures. This includes hand washing and the correct storage of food. The Service Coordinator and Assistant have their Food Handling Qualifications.

HOLIDAY PROGRAM FOOD and DRINK: Children need to bring recess, lunch and water every day, unless it is a day where we provide lunch. We provide children with afternoon tea each afternoon and breakfast supplied until 8.15am. We encourage families to make healthy choices when providing food for their children.

PLEASE NOTE: Food Safety - Student Foods

Due to safety issues, student food must not be heated by students or staff members. Parents are requested to send food that requires heating in a food thermos which is already heated.

<https://www.foodstandards.gov.au/code/Pages/default.aspx>

<https://www2.education.vic.gov.au/pal/canteens-and-healthy-eating/policy>

ACTIVITIES AND TIMES

Each day, the program offers children a choice of activities. These activities include art and craft, cooking and games - both indoor and outdoor.

(Personal Belongings: Please leave all toys and precious items at home as they may be lost, broken or taken. NO responsibility will be accepted for children's property brought to the centre)

Staff meet fortnightly to plan activities and menus. This is done in accordance with weather and special events.

Any special children's requests for activities will be noted in the service diary so that they can be implemented where practical. The service has a suggestion box where children are encouraged to put forth any requests for activities and any requests or concerns about the service.

Before School Care: Breakfast ceases at 8.30am. This is to ensure your child has enough time to organise themselves for the day ahead.

After School Care: We aim to start the cleaning of the room at approximately 5.00pm. This is to ensure that all children and staff vacate the premises by 6.00pm.

OUTDOOR PLAY

When the children are playing in Outside School Hours Care, they are under constant supervision, and the rules of safety and treating each other with respect are observed. The children are made aware of the correct boundaries for play areas and are required to observe these rules.

Our Service supports the school's "SUNSMART" policy which operates in Term 1 and 4 or 1st September to 30th April (as recommended by the Anti Cancer Council.)

Children without Sunsmart hats will be directed to indoor or shaded play areas.

Children will be encouraged to use available areas of shade for outdoor activities.

Staff are requested, and parents will be encouraged, to act as role models by practicing Sunsmart behaviours.

Toilet and Drink breaks are always taken with "2 buddies".

HOLIDAY PROGRAM DRESS CODE Children are required to wear appropriate clothing. This includes comfortable shoes which enclose and protect the whole foot. NO THONGS and tops with sleeves, NO SINGLETS. SunSmart: The program enforces "Sun Smart" practices. Sunscreen is provided and applied. NO CAPS ALLOWED. 'NO HAT NO PLAY'.

POSITIVE GUIDANCE

At our Service we understand that children are dealing with each other in a different social context to that of the classroom, with a range of ages mixing together in a less structured environment. Children are encouraged to involve others and to involve themselves in play; to share, to play fairly and safely; and to effectively deal with arguments. The children are encouraged to work out solutions themselves with support, as needed from Service staff. Children are encouraged to make many of their own decisions and to accept the consequences of inappropriate behaviour. Older children are given extra responsibility and leadership opportunities. If there are any concerns, the coordinator will speak to the parents directly.

BEHAVIOUR

Holiday Program can be very exciting with lots of new experiences. However, with excitement, sometimes silly and inappropriate behaviours can occur in the OSHC room

and in the yard, preventing students from attending the holiday program and /or excursions. With this in mind, we will be supporting students to continue to make positive choices whilst in the holiday program, by introducing our 3 strikes policy. This method of disciplining is adapted because it uses open communication between staff and students. From the time a first strike is given students are aware of the consequence they will get if they continue to make poor behaviour choices. The 3-strikes method also teaches children that there are consequences that occur from their choices, and it gives them the opportunity to make better choices to follow.

The 3-strike method is outlined here:

A strike (verbal warning) will be given to students under the following conditions:

- ❖ ➤ Unexpected, unacceptable and / or inappropriate behaviour in the yard and in the room.
- ❖ ➤ Inappropriate language at school
- ❖ ➤ Disrespectful behaviour towards peers and staff
- ❖ ➤ Physical altercations at school.

Strikes can be removed if students choose to regulate themselves and maintain expected behaviour in the program, in line with our values and expectations.

If a child gets to 3 strikes, on a given day, then the Nominated Supervisor is contacted, who in turn discusses the actions with the principal. A final decision is made, taking staff accounts into consideration, and if warranted, the parent is contacted, and the child misses the next day they are booked into the program.

COMPLAINTS AND GRIEVANCE PROCEDURES

If a grievance cannot be resolved at the program level, children, parents and staff should direct complaints to the principal. This can be done either by phone or in writing.

CUSTODY DETAILS

Please ensure that your enrolment details are up to date to avoid any confusion. Copies of Custody Restrictions must be provided. This is to ensure that your child or OSHC staff are not put in any difficult circumstances.

MEDICAL DETAILS AND MEDICATION

Information about regular medication, health conditions, disabilities or medication provided for allergies such as bee stings must be recorded on the enrolment form so that the staff are able to provide appropriate care for your child.

Staff will administer medication as required provided parent permission has been granted via written parental permission. This must include child's name, name of medication, dosage, time and circumstances of administration. A Medication Form is available from the school office or the OSHC Staff.

Medication must not be left in the child's bag. It must be handed to the Coordinator or another staff person. Medication administered by staff will be checked by two staff members to ensure correct dosage and time to be taken. This will be recorded in the medication book and a parent/guardian will be asked to sign to indicate they acknowledge that the medication has been given to their child.

FIRST AID

We have access to a number of staff who are First Aid trained. This includes both Service staff and school-based staff. In the event of an emergency, the Coordinator will use their discretion in calling an ambulance.

INFECTIOUS DISEASES

In order to protect the health of both staff and children it is necessary to minimise the risk of cross infection by infectious diseases. In the event of an infectious disease occurring, children who are not immunised are advised to stay away from the service until the exclusion period is over.

Infectious disease are those that the National Health and Medical Research Council (NHRMC) have identified as being infectious and are as follows: Campylobacter; Chicken Pox; Conjunctivitis; Diarrhoea; Diphtheria; Hepatitis A; Impetigo; Measles; Meningitis; Meningococcal Infection; Mumps; Poliomyelitis; Ringworm; Scabies; Pediculosis-Lice; Rubella; Streptococcal Infection; Tuberculosis and Whooping Cough.

All practices dealing with infectious diseases will respect the rights of individual privacy.

It is the responsibility of parents/guardians to inform this service of any infectious disease that their child may be suffering. The coordinator will maintain records in regards to infectious disease.

When there is a report of an infectious disease, parents will be informed as soon as possible.

If a child is found to be showing signs of an infectious disease their parents/guardians will be contacted and asked to immediately collect their child. If a staff member is found to be showing signs of an infectious disease they will be released immediately from work.

The guidelines of the NHMRC will be followed when determining the time of exclusion if a child or staff member has an infectious disease.

ASTHMA PLAN

- ❖ The Service staff must have a recent copy of the child's Asthma plan.
- ❖ All medication given for asthma is to be documented on a daily basis.
- ❖ Asthma plans that are more than 12 months old should be reviewed and followed up by the program staff.



SCHOOL ASTHMA ACTION PLAN

This record is to be completed by parents/carers in consultation with their child's doctor (general practitioner). Please tick (✓) the appropriate box and print your answers clearly in the blank spaces where indicated. This school is collecting information on your child's asthma so we can better manage asthma while your child is in our care. The information on this Plan is confidential. All staff that care for your child will have access to this information. It will only be distributed to them to provide safe asthma management for your child at school. The school will only disclose this information to others with your consent if it is to be used elsewhere. Please contact the school at any time if you need to update this Plan or you have any questions about the management of asthma at school. If no Asthma Action Plan is provided by the parent/carer, the staff will treat asthma symptoms as outlined in the Victorian Schools Asthmas Policy: 2003.

SCHOOL LOGO
(optional)

Student's Name _____

Gender M F Age _____ Date of Birth ____/____/____ Form/Class _____

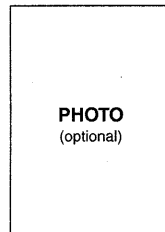
Emergency Contact (e.g. Parent/Carer) _____ Relationship _____

Phone (H) _____ (B/H) _____ Mobile _____

Doctor's Name _____ Phone _____

Ambulance Subscriber Y N Subscriber no. _____

Medicare No. _____



USUAL ASTHMA ACTION PLAN

| Usual signs of child's asthma | Worsening signs of child's asthma | What triggers the child's asthma? |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wheezing _____ <input type="checkbox"/> Tightness in chest _____ <input type="checkbox"/> Coughing _____ <input type="checkbox"/> Difficulty in breathing _____ <input type="checkbox"/> Difficulty speaking _____ <input type="checkbox"/> Other (please describe) _____ | Increased signs of: Wheezing _____ <input type="checkbox"/> Tightness in chest _____ <input type="checkbox"/> Coughing _____ <input type="checkbox"/> Difficulty in breathing _____ <input type="checkbox"/> Difficulty speaking _____ <input type="checkbox"/> Other (please describe) _____ | Exercise _____ <input type="checkbox"/> Colds/Viruses _____ <input type="checkbox"/> Pollens _____ <input type="checkbox"/> Dust _____ <input type="checkbox"/> Other Triggers (please describe) _____ |

Does your child need assistance taking their medication? Y N

| Asthma medication requirements usually taken at school: (including preventers, symptom controllers, combination medication, medication before exercise) | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|---------------------|
| Name of Medication | Method (e.g. puffer & spacer, turbuhaler) | When, and how much? |
| | | |
| | | |

Is your child on regular preventer medication taken at home? Y N



SCHOOL ASTHMA ACTION PLAN



Australian Government
Department of Health and Ageing

Asthma First Aid Plan

Please tick (✓) preferred First Aid Plan:

Victorian Schools Asthma Policy for Asthma First Aid

(Section 4.5.7.8 of Department of Education and Training's Victorian Government Schools' Reference Guide.

1. Sit the student down and remain calm to reassure the student. Do not leave the student alone.
2. Without delay shake a blue reliever puffer (names include Ventolin, Airomir, Asmol or Epaq) and give 4 separate puffs, through a spacer (spacer technique - 1 puff / take 4 breaths from spacer, repeat until 4 puffs have been given).
3. Wait 4 minutes. If there is no improvement, give another 4 separate puffs, as per step 2.
4. Wait 4 minutes. If there is no improvement, call an ambulance (dial 000) immediately and state that **"a student is having an asthma attack"**.
5. Continuously repeat steps 2 & 3 whilst waiting for the ambulance to arrive.

If at any time the student's condition suddenly worsens, call an ambulance immediately.

OR

Student's Asthma First Aid Plan (if different from above)

- Please notify me if my child regularly has asthma symptoms at school.
- Please notify me if my child has received asthma first aid.
- In the event of an asthma attack at school, I agree to my son/daughter receiving the treatment described above.
- I authorise school staff to assist my child with taking asthma medication should they require help.
- I will notify you in writing if there are any changes to these instructions.
- I also agree to pay all expenses incurred for any medical treatment deemed necessary.

Parent's / Guardian's Signature: _____ Date ____/____/____

Doctor's Signature: _____ Date ____/____/____

Doctor's Provider Number: _____

For further information about the Victorian Schools Asthma Policy, the Asthma Friendly™ Schools Program and asthma management please contact: The Asthma Foundation of Victoria on (03) 9326 7088 or Toll Free 1800 645 130 or visit our web site www.asthma.org.au

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SMOKE FREE ENVIRONMENT

Due to the OSHC Service being located on school premises, we abide by the Department of Education and Early Childhood Development Policy of NO SMOKING on Government Facility Property.

EMERGENCY PROCEDURES

Our program follows Eastbourne Primary School's Emergency Management Plan. Emergency procedures relevant to the OSHC Service are displayed in the OSHC room. Emergency Management Plan is practiced on a regular basis.

CHILD PROTECTION

Eastbourne Primary School has a Child Protection Procedure. Staff are trained in Child Protection Protocols. The Children and Young Person's Act 1989 requires many professionals to notify the Department of Human Services if they suspect a child has been physically or sexually abused. Staff are required to contact the Principal immediately if they suspect any form of abuse to children in their care.

TALKING ABOUT YOUR CHILD/CONFIDENTIALITY

You are welcome to discuss any aspect of your child/ren's participation in the OSHC program with staff. If you have any concerns about your child please speak to the staff. If you wish to raise a concern, please speak initially to the Coordinator.

Please understand that we are bound by the Privacy legislation and there may be issues that we cannot discuss.

Due to confidentiality -

- ❖ All documentation that relates to families and their children is kept confidential in a lockable cabinet.
- ❖ Records will always remain confidential even after children and families have ceased care.
- ❖ Staff will never discuss children or families with other children or families that attend Outside School Hours Care.
- ❖ Staff will never give out any information regarding families eg. Address or phone number to unauthorised persons.

We are here to provide a safe and nurturing environment for your child. Our staff are exceptionally friendly, funny and ensure that a great time is had by all.

Please do not hesitate to contact us with any further questions or even drop in to see us if you have the time.

We gladly accept and respond to community feedback on our operations.

Kind Regards,

Outside School Hours Service Staff.