

Aberfoyle Hub R-7 School OSHC

Access to the Service

Approval date: 14th August 2019

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Policy Statement on Access to the Service

Access for families and children to the Aberfoyle Hub OSHC Service will be non-discriminatory. Children's access to safety and care at the service will be ensured, and the custodial rights of parents/caregivers to access the service will be protected. Other 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 Educators or the provision of training and experience to people in the children's services field.

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

Relationship

Regulations	National Quality Standards	Other Policies/ Service documentation	Other Legislation/ Guidelines
160, 161, 162	2.1	Enrolment Form	Australian Government Child Care Service Handbook
177	6.1	Health Policy	National Quality Framework
168	7.3	Incident, Injury, Illness, Trauma Policy	Priority of Access Guidelines
		Medication Policy	
		Confidentiality Policy	
		Family Handbook	
		Equal Opportunity Policy	

How This Policy Will be Implemented

- Equal Opportunity principles will be observed in relation to access to the service for children, parents and Educators.

Enrolments

- 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.
- An administration fee of \$20 will apply to each family on initial enrolment and every year following.
- When a parent / caregivers is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language.
- Upon enrolment, parents/caregivers will be given a 'Family Handbook', advised about access to service policies and asked to complete the Enrolment Form.
- When enrolling a child who will or is currently enrolled in either the Junior Primary or Primary Special Class, parents/caregivers must meet with the Director prior to their first session at OSHC. At this meeting they will discuss their child's abilities, needs and strategies for successful participation at OSHC.
- Aberfoyle Hub School OSHC will provide care for children with additional needs who are eligible for any special funding.
- An Action Plan is required for any children who have a medical condition, allergies or who are taking regular medication. This must be completed yearly. If no current action plan is provided that child will not be permitted to attend.
- Aberfoyle Hub School OSHC will provide care for Primary School children until the end of the calendar year that they complete Year 7. Care requested outside these guidelines is at the discretion of the Director.
- If a place is not immediately available at the service, the child may 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 and enrolment may proceed.
- 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 educators, management committee members, parents and Commonwealth Department Officers. It is the responsibility of a parent/caregivers to notify the director of any changes to family circumstances.
- The children of committee members/operators and Educators may access the service only under the Commonwealth 'Priority of Access Guidelines'.
- Committee members' and/or Educators' children can be cared for by the service with no gap fee payable (CCB and Childcare Rebate can be claimed) if the committee member/ Educator is engaged on OSHC business, for the duration of that business only. Placement

is to be organised through the director. Otherwise Educators and committee members must pay the standard fee if their children attend the service.

- Suspension or exclusion of children from the service will occur only after all other avenues of communication and support have been exhausted and 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 at risk through inappropriate/dangerous behaviour (see Behaviour Management policy)
 - (see also Fees policy, which outlines procedures when fees are not paid).

Immunisation

- The service will adhere to Department of Family, Community Services and Indigenous Affairs policies on access to Childcare Benefit in relation to immunisation.

Children referred from school

- Children not collected from school by 3.40 pm will be taken to the OSHC service if they are enrolled in the OSHC service. A child cannot attend OSHC unless an Enrolment form has been completed including the parent's signed consent to agree to the Policies and Procedures of the service. The custodial parent will be liable for any fees incurred.

Authorisation for Collecting Children

- 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/caregivers as soon as possible.
- If the custodial parent/caregivers 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.
- If the service has not been notified and someone other than the custodial parent/caregivers or authorised person arrives to collect the child, the director will contact the custodial parent/caregivers to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent/caregivers. The child will not be released until the custodial parent/caregivers' authorisation has been obtained. If that authorised person is not known to the service, the custodial parent/caregivers will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

Late Collection

- Parents/caregivers 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/caregiver is unable to collect their child before closing time, they should arrange for another responsible adult (aged 18 years or over) to collect the child

and advise the service of this arrangement, if other than an authorised person on the enrolment form. This advice should be in writing if at all possible (see also Fees policy).

- If the parent/caregivers has not contacted the service and the child has not been collected fifteen minutes after the closing time, the service will attempt to telephone the parent/caregivers 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 thirty minutes after the service's normal closing time, Local Police will be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers. (Services in isolated areas who do not have access to a local police station should make provisional arrangements for the care of children after hours - an option may be to use a licensed family day carer who is prepared to assist in an emergency.)
- Children attending the service may only be released to family members, guardians, care givers, or responsible persons who are over the age of 18 years at the discretion of child's primary parent / caregiver.

Family Contact

- Educators will communicate with parents in a positive and supportive manner that encourages the family/child relationship and the parent/Educator relationship: Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents/caregivers equally
- Parents/caregivers will have access to the director at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, or by telephone or by appointment. Educators will not discuss with parents/caregivers confidential information regarding any other child or family within the service.
- Parents/caregivers may visit the service at any reasonable time while their child is in care.
- Where a child attending the service is not living with both parents/caregivers, or where disputes arise or have arisen about the responsibility of the child, the following will apply:
 - Parent/caregivers responsibility remains with both parents/caregivers jointly and individually except where it is altered by a Custodial Order. In the absence of a Custodial Order the child will be released to either parent.
 - A Custodial Order may determine where the child will reside (Residence Order), which parent/caregivers will have contact with the child and how this contact will happen (Contact Order), which parent/caregivers has maintenance liabilities for the child (Maintenance Order) and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
 - Where a non-enrolling parent/caregivers cites a Custodial Order giving himself or herself lawful access to the child, the Custodial Order needs to be produced for inspection by the director. The enrolling parent/caregiver will be telephoned, to both check the existence of the Custodial Order and to be informed about the situation.

- The child will only be released into the care of the parent with Parental Responsibility.
- In the case of a parent/caregiver arriving at the service in a visibly intoxicated or otherwise unfit state to drive, to collect a child, the person will be encouraged to contact another adult to drive them and the child home or the service will offer to call a taxi. If the unfit person insists on taking the child, the police may be informed.
- Where human life is at risk, despite staff efforts, the police will be immediately informed.

Volunteers, Students and Visitors

- 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 or Advisory Committee representative to determine their suitability. All volunteers will be given clear guidelines in relation to their responsibilities and code of conduct while at the service. (see departmental AIGs; 1-99 Legal Liability and Management of Volunteers; 1-119 Self Insurance, Insurance and Risk Management-Voluntary Workers; 5-16 Volunteers and the Excursions Policy.)
- The service will offer student placements to:
 - high school students who wish to gain work experience as part of their school program, if the school has initiated the placement and the students are studying early childhood, family or community studies;
 - students attending child care, teacher, recreation, community or early childhood training with a registered training organisation.
- All placements will be negotiated through the director/management committee. Students will be provided with clear guidelines in relation to their responsibilities and conduct while at the service
- Volunteers and students are supplementary to Educator requirements and will not be used to replace absent Educator 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 other visitors to the service must make an appointment with the director.
- Any unwelcome visitor/person will be calmly asked to leave the service. Refusal to leave will necessitate the director calling the police for their removal. Staff will not at any time try to physically remove an unwelcome person.
- Professional access to the service will be at the discretion of the director or committee. If it involves the children, the parent's/
- Caregiver's written consent will be required. The only exception to this would be for children at risk (see Child Protection policy, page 1.41).
- Professionals or officials who may require access include:
 - Union representatives; who have the right to access workplaces for the purposes of investigating whether industrial awards or agreements are being complied with.

Such rights are usually found in the award or industrial agreement that applies to that workplace

- Family and Community Services Officers-Children's Protection Act 1993 (SA) Section 19
- police officers - with warrant
- WHS inspectors - Occupational Health Safety and Welfare Act 1986 (SA) section 38
- officers of the Department of Education and Children's Development (DECD)- Licensing and Standards Unit under the Children's Services Act 1985 (SA) Section 29
- Officers of the Education Standards Board.
- Department of Education and Children's Development (DECD) project officers and district coordinators
- officers of the Department of Employment, Education and Workplace Relations (DEEWR) or Centrelink-to inspect service records for Childcare Benefit and Childcare Cash Rebate accountability requirements under the Childcare Payments Bill 1997 (Commonwealth).

Hours of Operation

- **Before School Care**
 - The service is open from 7.00am to 9.00, Monday to Friday except school holidays and public holidays.
- **After School Care**
 - The service is open from 3.00pm to 6.30pm. Monday to Friday except school holidays and Public Holidays
- **School Closures & Pupil Free Days**
 - If more than 15 children are booked in to attend five business days before the pupil-free day, the service will be open from 7.00am to 6.30pm. The director will advise parents/caregivers if a child has been booked in to the service but the service will not be opening due to insufficient numbers. This decision must be made exactly 5 business days prior to the designated day the service is intending to close.
- **Vacation Care**
 - The service is open from 7:00am to 6:30 pm Monday to Friday except on Public Holidays.
 - Vacation care will be closed each year for two weeks over Christmas and the New Year.
 - The director will advise parents/caregivers if a child has been booked in to the service but the service will not be opening due to insufficient numbers (less than 15 attendees). This decision must be made exactly 5 business days prior to the designated day the service is intending to close.