

Clovelly Park Primary School
Out of School Hours Care



**Family
Information
Book**

Providing quality care in a safe and happy environment



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OSHC, including Before School, After School and Vacation Care is a nut & kiwi fruit free zone





INTRODUCTION

This information book has been prepared by the Educators and Management Committee of the Clovelly Park Primary School Out of School Hours Care (OSHC) service. The Management Committee is represented by the Director, the principal or nominee, Governing Council rep and parents. It has been endorsed by the approved provider which is the Clovelly Park Primary School Governing Council.

PHILOSOPHY AND AIMS

- The Clovelly Park Primary School OSHC provides quality recreational care for school children in a caring, safe and comfortable environment.
- The service aims to work closely as possible with caregivers and the home environment.
- Each child will be treated as an individual, in a friendly atmosphere where curiosity, initiative, self-esteem and social responsibility will be fostered.
- The program is non-discriminatory and thus will be available to all children. Priority will be given to children of working parents, single parents, children with additional needs and children requiring occasional emergency service.
- We believe the program should offer a range of stimulating experiences and activities which are interesting, relaxing, educational and fun. We will encourage the children to make their own choices as to how they use their leisure time. As well, the children will be encouraged to help plan activities and be involved in the planning of behavioural management strategies.
- We welcome parents/carer involvement in the program, and through the Management Committee we invite participation in decisions which affect their children.
- Children's access to safety and care at the service will be ensured and the custodial rights of parents/carers to access the service will be protected.
- Educators are chosen for their skills in keeping with this philosophy and therefore have the support and encouragement of the Governing Council and Management Committee.
- The service follows the *My Time Our Place Framework for School Age Care*, and we acknowledge and support the vision for children's learning through play and leisure in our program.

www.education.gov.au/my-time-our-place-framework-school-age-care-australia

GENERAL INFORMATION

Director

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The service is based in the Blue Unit near the main entrance of the school.

Who can attend OSHC?

OSHC provides child care mostly for children attending school, but can also care for children who have not started school. We also provide child care to children with additional needs. Additional needs children may be refused service if there are not adequate provisions at the centre to support their needs. The attendance of such children will be at the discretion of the Director and Management Committee and reviewed on a regular basis. If there are vacancies, out of area children can be accepted. Transport to and from OSHC is the responsibility of the parent/carer.



Information regarding the service is delivered to families via the parent/carer sign in/out desk, through OSHC accounts, OSHC newsletters and via the school newsletter. Service information can be translated into other languages if required.

Hours of Operation

- Before School Care: 7.00am – 8.30am
- After School Care: 3.00pm – 6.00pm
- Vacation Care: 7.00am – 6.00pm
- Pupil Free Days: 7.00am – 6.00pm

Clovelly Park Primary School OSHC is closed on whole school closure days.

ENROLMENT AND BOOKINGS (refer to *Enrolment, Arrival and Departure, and Additional Needs Policies*)

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. On enrolment, parents/carers will be given a copy of this handbook.

The Federal Government has set our number allocations as follows:

- Before School Care: 25
- After School Care: 50
- Vacation Care and Pupil Free Days: 60

Before School Care, After School Care and Pupil Free Day Enrolments

All families need to complete an enrolment form prior to their child attending. These forms are to be updated on a yearly basis. It is the parent/carer’s responsibility to apply for Child Care Benefit. **The parent/carer agrees to payment of fees on a weekly or fortnightly basis.**

Vacation Care Enrolments

The Vacation Care enrolment process will be made available to enrolled users of the service who use Before School Care and After School Care. Once time has been made available to these users the enrolment process will then be made available to families within the school community. If places are still available the program will then be circulated to the wider community.

Places not available

If a place is not immediately available, 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 that they remain on the list. When a place becomes available the family will be contacted by the Director and enrolment may proceed.

Priority of Access

Access for families and children to the Clovelly Park Primary School OSHC Service is non-discriminatory and has an anti-bias approach. Children's access to safety and care at the service will be ensured, and the custodial rights of parent/carers 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.

Bookings

Permanent and casual bookings for each Before School Care and After School Care session may be made in person, through the parent/carer communication book located at the OSHC desk or by telephone with a detailed message. Vacation Care bookings must be completed with a booking sheet each term for the following holiday period



Arrival and Departure Procedures

- Children attending Before School Care must be signed in (parents/carers must initial and record the time)
- Children attending After School Care must report to an Educator to sign-in and have their names checked on the roll as soon as they are dismissed from school
- If children who are booked in for the session do not arrive staff will:
 - Check the classroom and the yard to ensure the child has not forgotten.
 - Contact parent/carer or emergency contact to verify whereabouts of child.
 - If your child is booked in for After School Care and we are not informed by 9.30am that they will not be attending, the parent/carer will be charged for the session.
- Children attending After School Care must be signed out (parents/carers must initial and record the time)
- Only the parent/carer or other nominated person may collect a child. If parents/carers are unable to collect their child they must contact OSHC with the name of the person who will be collecting them. This person will be asked to show some form of identification.

LATE COLLECTION OF CHILDREN

- Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of **\$2 per minute per child** will be charged (e.g. if you are **5 minutes** late you will be charged **\$10 per child**. If you are 20 minutes late you will be charged **\$40 per child** etc.)
- If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child that is on the emergency contact list.
- If you have not arrived by **6:00pm** you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them.
- Due to licensing and insurance purposes, if by **6pm** neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect.
- A sign will be displayed at the Service notifying you of your child's whereabouts. If this occurs we will be obligated to contact Crisis Care and Families SA to inform them of the situation.

FEES (refer to *Payment of Fees Policy*)

- Before School Care:\$11
- After School Care:\$16
- Vacation Care and Pupil Free Days:\$47

There are no additional charges for snacks, excursions and other activities. These fees are subject to change. A cancellation fee will apply for all bookings where the child does not attend and the program is not notified of the cancellation.

Childcare Benefit Provider Numbers

Before School Care: 1-6PX-4151
 After School Care: 1-6PX-4150
 Vacation Care: 1-6PX-2211

All families may seek assistance through the Department of Human Services (13 61 50). An application to receive Child Care Benefits must be lodged with Centrelink. It is the responsibility of the parent/carer to apply for Child Care Benefit from Centrelink for any fee reduction to apply.

Before and After School Care and Pupil Free Day Fees



It is expected that all families who access the service will pay their accounts weekly or fortnightly. Payments can be made at the front office by cash, credit card or EFTPOS or if paying by cash or cheque directly to the service. All accounts are processed each Monday. If you would like your account emailed to you please speak to a staff member. **Children will not be able to attend if fees are outstanding for two weeks or more.**

Vacation Care Fees

To ensure a place we suggest that either full fee or a portion of the fee is paid prior to the start of Vacation Care. **Children will not be able to attend Vacation Care if there are Vacation Care fees outstanding.**

Late Collection Fees

Families are expected to follow program hours. **A late fee of \$2.00 per minute per child applies.**

Procedure for Late Collection:

- If a child has not been collected 15 minutes after closing time and neither the parent/carer nor emergency contact persons have been reached, the program will contact Crisis Care and inform them of the situation and discuss what measures to take.
- The program may contact the police if they feel it necessary to locate family members.
- Two Educators will stay with the child until they are collected by authorised persons.

STAFFING (refer to *Relief Staff and In-Service and Staff Development Policies*)

Educators

As part of their employment requirements, all Educators have:

- a current DCSI criminal history check (police check)
- a current Responding to Abuse and Neglect Education and Care certificate
- a first aid certificate (there is always at least one Educator rostered on with a current senior first aid certificate, emergency asthma and anaphylaxis management training)
- an understanding of the guidelines in *Protective practices for staff in their interactions with children and young people* which provides clear advice to adults for the establishment of positive, caring and respectful relationships with children and young people in education and care settings.

The Educator to child ratio is 1 Educator for every 15 children. For every 30 children, the service employs one Educator with a recognised qualification eg Diploma of Community Services (Children's Services) or Diploma of OSHC. Different ratios apply for specific activities eg swimming.

Volunteers

Any person interested in volunteering in OSHC must fill in an expression of interest form, have a current DCSI criminal history screening (police check) and attend the Responding to Abuse and Neglect - Education and Care session for volunteers. Potential volunteers will be interviewed by the Director and a Management Committee representative to determine their suitability and job role. All volunteers must be approved by the Governing Council.

NATIONAL QUALITY FRAMEWORK

Our OSHC service is guided by the National Quality Framework which aims to raise quality and drive continuous improvement for education and care services to improve outcomes for children. It consists of three things:

1. The Legislation - Education and Care Services National Law (South Australia)
2. The National Quality Standard
3. Approved learning frameworks:
 - The Early Years Learning Framework, *Belonging, Being, Becoming*
 - Framework for School Age Care, *My Time Our Place*

More information can be found at: www.acecqa.gov.au/national-quality-framework



NATIONAL QUALITY STANDARD (refer to Policy documents)

The National Quality Standard aims to provide school age children in OSHC throughout Australia with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. The broad objective is to ensure that children in OSHC have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It is a Commonwealth Government initiative linked to Child Care Benefit and Establishment funding approval for outside school hours care service.

The National Quality Standard consists of seven quality areas that children's education and care services are assessed and rated against. The seven quality areas covered by the National Quality Standard are:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leadership and Service Management



PROGRAM (refer to *Educational Program and Environmental Sustainability Policies and My time, Our Place Document*)

Clovelly Park Primary School OSHC Educators believe that activities offered to the children should have a recreational focus and should generate developmentally stimulating and educational outcomes. Our program is developed using the *My Time Our Place Framework*. The Framework focuses on your child's wellbeing and development. Educators will work with you in order to get to know your child, so that they can create a program that builds on your child's interests and abilities. Educators will also keep you informed about the events and activities in which your child participates.

Through the Framework's five learning goals Educators will assist your child to develop:

- a strong sense of their identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement in their learning
- effective communication skills.



Before School Care

At Before School Care children who need breakfast are provided a selection of nutritious food as per the *DECD Rite Bite* policy. They then have a choice of board games, reading, computer or other activities until class time.

After School Care

On arrival, the roll is called and children begin their homework or read to each other. An afternoon snack is then provided. Following this there is a number of indoor experiences including art and craft activities, creative play, construction and games, as well as quiet spaces (drawing, colouring, computer) and a book area. Outdoor experiences (depending on the weather) include playground, sand pit and sports/games.

Vacation Care

Our Vacation Care service offers a range of supervised recreational activities which encourage children to interact with friends, learn life skills, problem solve and be challenged by new experiences in a safe and relaxed environment.



Regular activities available daily include pool table, outside play (depending on weather), play station/computer, arts and crafts, cooking and drama. Excursions (we aim for one per week) and special visitors to the centre may also be arranged. On excursion days, children must be at the centre no later than 8.30am. All staff will be on duty at the excursion so the centre will be closed during these times.

It is essential that parent/carers keep their program and display it clearly so that they and their child are aware of what is happening each day and arrive on time and appropriately dressed.

Children are provided with a snack for morning and afternoon tea but are expected to bring their lunch. Packed lunches must be manageable for children without any extra help from staff, including cooking or reheating in a microwave.

TV, DVD, video and computer games in OSHC

The most recent revision of the classification markings has resulted in PG being recommended for children over 15 years of age. This means that only G movies and computer games are approved for the whole range of the OSHC age group. Parent/carer written consent must be given for viewing of PG movies on excursions.



BEHAVIOUR (refer to Behaviour Guidance Policy)

We strive to keep Clovelly Park Primary School OSHC a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property. Children who exhibit unacceptable behaviour may be excluded from the program.

Expectations - Golden Rules

In order to ensure that all children are safe, feel comfortable and are able to enjoy their time at OSHC, Educators and children developed the following "Golden Rules" which align with school values and the whole school social-emotional program *Play is the Way*:

1. Treat others as you would like them to treat you

At OSHC this means we:

- **Respect** ourselves and others
- Listen to all adults
- Respect people's personal space
- Keep our hands to ourselves
- Are honest
- Use respectful language
- Are friendly, sensible and kind

2. Be Brave – Participate to progress

At OSHC this means we:

- **Persist** in everything we do
- Are enthusiastic
- Have a go at new activities
- Play with new friends
- Do our homework
- Are happy and enjoy taking part
- Keep trying when we're playing games





3. Pursue your personal best no matter who you work with

At OSHC this means we:

- Show **tolerance** of others
- Work well with others
- Wait our turn
- Are patient and allow time for everyone
- Think about others' feelings
- Play nicely with everyone
- Allow people to be themselves

4. Have reasons for the things you say and do

At OSHC this means we:

- Are **responsible** for our actions
- Do the right thing and follow rules
- Help and support each other
- Follow instructions without a fuss
- Look after our belongings
- Follow the computer roster
- Get to OSHC on time

5. It takes great strength to be sensible

At OSHC this means we:

- **Cooperate** and work together as a team
- Help pack up
- Play fairly and include others
- Help others enjoy OSHC and feel safe
- Wait our turn at snack time
- Are organised
- Walk inside

Consequences

All children are expected to follow our Golden Rules and School Values so that everyone is safe, feels comfortable and is able to enjoy their time at OSHC.



1. First Reminder

Reminder of the Golden Rule and/or school value

2. Second reminder

Discuss with an adult how you might fix the problem and improve your behaviour.

3. Time-out

Sit out of the activity or area for 5-10 minutes and think about your behaviour. Come up with some good solutions and discuss with an adult.

4. Removal from activity

You will be asked to join another activity or work on your own.

5. Parents/carers will be notified.



Any physical harassment such as punching or kicking or any dangerous, threatening or malicious behaviour will result in instant removal from the group.



If unacceptable behaviour persists a meeting will be held with the parent/carer, the Director and the Principal or nominee to discuss the matter and develop a plan. The child will be given reasonable time to respond positively to new strategies with the support of Educators and parents/carers. If there is insufficient improvement the child may be excluded from the service.

For severe behaviour or behaviour that poses a risk to the care and safety of the other children or the health and safety of the Educators then the parents/carers or emergency contacts will be contacted to collect their child. A meeting will be organised with the parent/carer, the Director and the Principal or nominee to discuss the matter and develop a plan. The child will be given reasonable time to respond positively to new strategies with the support of Educators and parents/carers. If there is insufficient improvement the child may be excluded from the service.

HEALTH (refer to Incident, Illness, Accident & Trauma, Handwashing, Anaphylaxis Management, Infectious Diseases, Administration of Medicine and Nutrition and Food Policies)

OSHC aims to provide a safe and healthy environment for all children and Educators. All Educators have a current first aid certificate and at least one rostered on Educator has a current Senior First Aid certificate, emergency asthma management and anaphylaxis management training.

A first aid kit is kept on the premises along with an Asthma control kit. These two kits are taken on all excursions. In the event of an accident or if a child becomes unwell, the child will be cared for, and the parent/carer notified to collect the child.

Management of children who are unwell

If a child becomes unwell while at the service, the parent/carers will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent/carer arrives or until the child recovers. When a parent/carer cannot be contacted, an Educator will phone emergency contacts. OSHC cannot care for children suffering from contagious diseases eg chicken pox.



Medication

No medication will be administered without the consent of parents/carers. Prescribed medication will only be administered on receipt of written request by parent/carer and when medication is presented to Educators in the original container depicting name, date and dosage.

Emergency situations

If a child requires immediate medical aid, and neither the parents/carers or emergency contacts can be reached, the Director will obtain medical advice from the child's family's preferred medical practitioner (as stated on the enrolment form) or an ambulance will be called. Parents/carers will be responsible for any medical, ambulance and hospital expenses incurred.

Hygiene

To provide a healthy environment in which children will be safe, all children are expected to follow the rules regarding hygiene at all times. This involves washing hands after going to the toilet, playing with equipment or participating in craft. Children are asked to wash their hands prior to assisting with food preparation or at breakfast and snack times to prevent the spread of infections. Educators aim to model appropriate health and hygiene practices in order to ensure the safe storage, preparation, cooking, handling and serving of food.



Food and Nutrition

Food provided at the Clovelly Park Primary School OSHC service will be nutritious and varied. Food is selected using the *DECD Rite Bite* policy which is based on the Australian Dietary Guidelines for Children and Adolescents and The Australian Guide to Healthy Eating. Educators aim to model healthy eating practices, provide quantities appropriate to their age and make food choices that are culturally inclusive.



Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits. Parent/carers will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

Examples of food served:

- Children who attend Before School Care are provided with a healthy, nutritious breakfast such as muffins, toast, cereal, fruit and yoghurt etc.
- After School Care snacks include garlic bread, pasta bake, spring rolls, fruit, nachos and pizza etc.
- During Vacation Care, the service provides a morning and afternoon snack. Children will need to bring their own lunch unless otherwise stated (NOT cup noodles) and extra snacks for throughout the day. Drinking water will be provided but it is also recommended that the children bring their own drink bottle that can be topped up.

Please DO NOT send any nut products or kiwi fruit with children to eat due to allergies of children and staff.



SAFETY (refer to Sun Protection, Emergency Evacuation, Lockdown and Closures Policies)

The Clovelly Park Primary School OSHC service aims to provide a safe environment in which children can play and explore their world free from harm. To avoid potential harmful situations clear physical and behavioural boundaries are applied and adhered to. In case of an emergency at the service children and Educators are well trained and practised in emergency procedures to ensure the safety and well being of everyone present.

For health and safety reasons, children attending Vacation Care must wear closed in shoes (no slip-ons, thongs etc, as these are inappropriate for the activities we offer). Shoes must be worn at all times.



Sun Protection

To ensure all children attending OSHC are protected from skin damage caused by harmful ultraviolet rays of the sun the following will apply:

- All children and Educators are required to wear a sun-smart hat which protects their face, neck and ears whenever they are outside during Terms 1, 3 and 4 and during the summer Vacation Care period.
- Children who do not have hats will be asked to play in an area protected from the sun.
- Sunscreen will be available for children to use if they do not supply their own.
- During the summer Vacation Care, all children and Educators are required to wear appropriate clothing eg no sleeveless dresses, sleeveless tops.
- Some activities may need to be modified or rescheduled in extreme weather conditions eg if it is raining or the predicted maximum temperature is 36°C or over. We will endeavour to inform families if there is a change in the program.
- During Vacation Care and on pupil-free days, outdoor activities will be scheduled before 10 am and after 3 pm when possible.
- Full day outdoor excursions will be planned to ensure children are not in the sun between the hours of 10am and 3pm.
- The availability of shade will be considered when planning all outdoor excursions and activities.





In keeping with the program's philosophy on promoting healthy, active children, all children are encouraged to spend time outside participating in physical activities but will not be sent outside if the current temperature is 36°C or higher as on the Bureau of Meteorology website.

Closures in the case of an emergency or extreme situation

In an emergency or extreme situation the Director and Principal will undertake a risk assessment to examine the threat to children and Educators' health and safety. If the risk is decided to be high (ie we are unable to guarantee the safety of all Educators and children) then parents/carers or emergency contacts will be notified of a closure at the earliest possible time.

EQUAL OPPORTUNITY

The Clovelly Park Primary School OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of Educators. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. It is an expectation that all members of the OSHC community are treated with respect, understanding, kindness, fairness and courtesy.

GOWRIE SA formerly *INCLUSIVE DIRECTIONS* (refer to *Anti Bias & Inclusion Policy*)

Gowrie SA is an inclusion support agency funded through the Inclusion and Professional Support Program (IPSP). Support and funding is given to provide a quality inclusive environment for children with additional needs.

Children assisted through the program are:

- Children with disability, including children with ongoing high support needs.
- Children from culturally and linguistically diverse backgrounds.
- Children with a refugee or humanitarian intervention background.
- Indigenous children.

We work collaboratively with Gowrie SA to ensure the physical, emotional, cultural and educational needs of all children are met. The needs, health and safety of all Educators and children are considered when making decisions about children with additional health, behavioural or emotional needs joining the service.

FAMILY AND COMMUNITY INVOLVEMENT (refer to *Family Communication, Interactions with Children, Families and Staff, Management, Governance and Non English Speaking Background Policies*)

The Educators at Clovelly Park Primary School OSHC provide a friendly and welcoming environment to encourage the participation of families. Educators are available to discuss the ongoing progress and wellbeing of children or any concerns you may have regarding the service.

Families are encouraged to share any skills, knowledge and experiences they may have that could enhance the quality of the program. All policies and procedures relevant to this service are available to parent/carers and the wider community at any time. Policies and procedures are reviewed annually and any input to this is welcomed by Educators, families and the wider community.

Parents/carers can support the OSHC by:

- Advising the Director of attendance or non-attendance of children
- Informing staff of any changes in their child/children's physical or psychological state.
- Collecting children on time.
- Paying fees regularly (at least fortnightly)
- Contributing ideas, resources and unwanted materials for craft.
- Joining the Management Committee



If you have any concerns or comments, please speak to one of the staff. Feedback helps us to improve the quality of care and wellbeing for all.

OSHC Management Committee

The Clovelly Park Primary School OSHC Service will provide a quality Out of School Hours Care service and will operate according to all legal requirements. It will make every effort to reflect the diverse nature of the community and will encourage parent/carer input and take into account the needs of children, parent/carers, and Educators in the operation of the service.



The OSHC Management Committee will ensure that decisions are made in accordance with its constitution and in the best interests of the service. Parent/carers are invited to become members of the OSHC Management Committee and attend meetings which are usually held twice per term.

GRIEVANCES (*refer to Grievance Policy – Families Policy*)

The Clovelly Park Primary School OSHC Service fosters positive and harmonious relations between all members of the OSHC community. Every child, parent/carer, committee member and Educator has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Parents who have concerns relating to OSHC have the right to discuss the issues with the Director. If parents still do not feel as though they have had their concerns addressed they can then write to the Management Committee to express their grievances. The Management Committee will meet and discuss any grievances followed by a meeting with the complainant to resolve all issues.

CONFIDENTIALITY (*refer to Confidentiality Policy*)

The Clovelly Park Primary School OSHC service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, Educators 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.

