



LPOSHC
LINDEN PARK OUT OF
SCHOOL HOURS CARE

2026 FAMILY HANDBOOK

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The Linden Park Primary School Council OSHC is an approved service under the Education and Care Services National Law Act 2010 and Regulation 2011 and is regulated by the office for Education and Early Childhood Services Registration and Standards Board. The service must comply with this Act and Regulations in regards to the requirements relating to activities, experiences, programs, educator qualifications and educator/child ratios.

We follow the National Quality Framework process and are committed to the principles of quality improvement

In 2022 the Linden Park OSHC received WORKING TOWARDS for their service's National Quality Standard Assessment

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OUR PHILOSOPHY



At Linden Park Primary School Out of School Hours Care, we are committed to providing a safe, nurturing, and enriching environment for children that aligns with the 'My Time, Our Place' framework. Our philosophy is woven into our commitment to fostering the holistic development of every child in our care.

Wellbeing.

Our unwavering commitment revolves around well-being. We believe in providing quality care, where educators are devoted to fostering the well-being of each child. Through nurturing, respectful and reciprocal relationships, we actively promote the overall well-being of every child. Celebrating diversity is a central pillar of our approach, and we embrace the distinctive individuality of all students within our community.

Inclusivity and Diversity

Our service is dedicated to nurturing an inclusive environment that instils a profound sense of belonging in all children and their families. We hold high regard for diversity in its various manifestations, whether it be cultural, abilities, or backgrounds. Our aim is to establish a haven where each child is cherished and embraced, thereby fostering a climate of acceptance and respect for our unique distinctions. Furthermore, we are committed to advancing cultural safety, participation, and empowerment, particularly for children hailing from culturally and/or linguistically diverse backgrounds, including Aboriginal and Torres Strait Islander children. Our mission is to provide them with the opportunity to proudly express their cultural heritage and enjoy the full extent of their cultural rights.

Families and Community

Our service recognises the vital role of strong partnerships with families and the wider community. We firmly believe that fostering these connections is a fundamental part of our mission and essential for the holistic development of every child. In our unwavering commitment to this, we have embedded open and efficient communication with families and caregivers deep within our service's philosophy. This means engaging in ongoing, meaningful discussions with families, ensuring that we maintain a clear understanding of the needs and interests of every child. We view our service as a dynamic, collaborative space where the voices of families are heard, and their contributions are valued in shaping the environment and experiences we provide. This commitment creates a sense of unity, shared responsibility, and a nurturing community that is dedicated to the well-being of every child.

Child Safe Environment

We prioritise the safety, wellbeing and emotional security of all children in our care. Educators are trained and dedicated to maintaining a nurturing and responsive environment where all children feel secure and respected. Our environment is designed to be safe and welcoming, enabling children to engage in a range educational, recreational and social activities.

Continuous Improvement

Our dedication to excellence is a dynamic and continuous endeavour. We actively promote ongoing professional growth for all our educators and routinely assess our processes and practices. This commitment ensures that our methods remain aligned with progressive practices and current insights into child development. We embrace input and feedback from children, parents, and the broader community. Within this commitment to excellence, our service also places a significant emphasis on professional development pertaining to trauma. We have a well-defined trauma mission and actively engage in ConnectED training, recognising the crucial importance of enhancing our expertise in this area.

Sustainability

Our service is deeply committed to promoting sustainability and environmental awareness. We are dedicated to implementing strategies that foster a profound connection between children and their natural surroundings. Our educators play an active role in inspiring and exemplifying positive behaviours for the children in their daily routines. We place great importance on empowering children to actively engage in gardening, recycling, and sustainable practices within our service. Through thoughtfully planned activities centred around environmental themes, we provide children with the invaluable opportunity to develop competence, efficiency, and a strong sense of environmental consciousness, ultimately shaping them into responsible individuals.

We believe that childhood should be a time of joy and wonder. We strive to create memorable and enjoyable experiences for the children in our care, helping them form lasting friendships and positive memories that contribute to their growth and development.

At Linden Park OSHC, we embrace the 'My Time Our Place' framework and commit ourselves to these core principles. By doing so, we aim to provide a service that not only meets the needs of children and families but also exceeds their expectations, creating a safe, supportive, and enriching environment where every child can thrive.

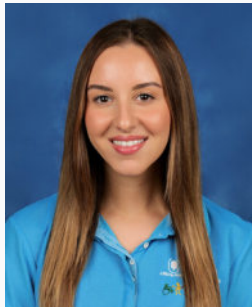
1. OUR TEAM

PRINCIPAL/
NOMINATED SUPERVISOR



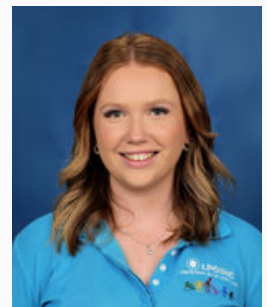
Fiona Voigt

DIRECTOR/
NOMINATED SUPERVISOR



Tara Russo

ASSISANT DIRECTOR/
RESPONSIBLE PERSON



Brooke McEgan

EDUCATIONAL LEADERS



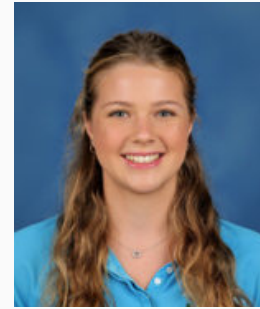
Lucy Sears



Kyria Kapetas



Tessa Green



Matilda Jewell

FINANCE/ADMIN

EDUCATORS

All educators must undergo a Child-related Employment Screening through the Department for Communities and Social Inclusions prior to the commencement of employment at the service. All educators have a certificate in Responding to Abuse and Neglect (Mandated Notification). All educators obtain or are trained in First Aid, Anaphylaxis and Asthma management and they are all aware of their obligations in relation to protecting children.

Staff will undergo other professional development training throughout their employment on working with and program planning for children.

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

GOVERNING COUNCIL/OSHC ADVISORY COMMITTEE

The role of the Governing Council is to: Meet relevant Australian and South Australian Government standards and legislation; and ensure that the quality of care being offered is in keeping with the values, principles, and policies of the school, council, community and the Department for Education.

Our OSHC Advisory Committee is made up of our school Principal, our OSHC Director, parents from our Governing Council and OSHC families. They are directly responsible for maintaining the efficient functioning of our centre and reporting activities to the Governing Council. The Director looks at working with the committee to communicate the parents/carers and children's interests and needs. Parents/Carers of the service are encouraged to have input into the running of the service and value any ideas and opinions in regards to improving the service. Please be advised the Director has the responsibility of consulting the Governing Council OSHC Advisory Committee before any changes are made to the operation of the service.

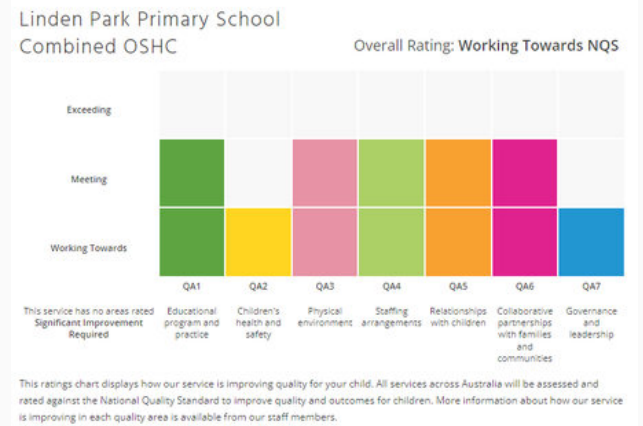
If you wish to join, please see the Director.

2. NATIONAL QUALITY FRAMEWORK

The National Quality Standards set a new Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their child. The National Quality Standards are a key aspect of the National Quality Framework.

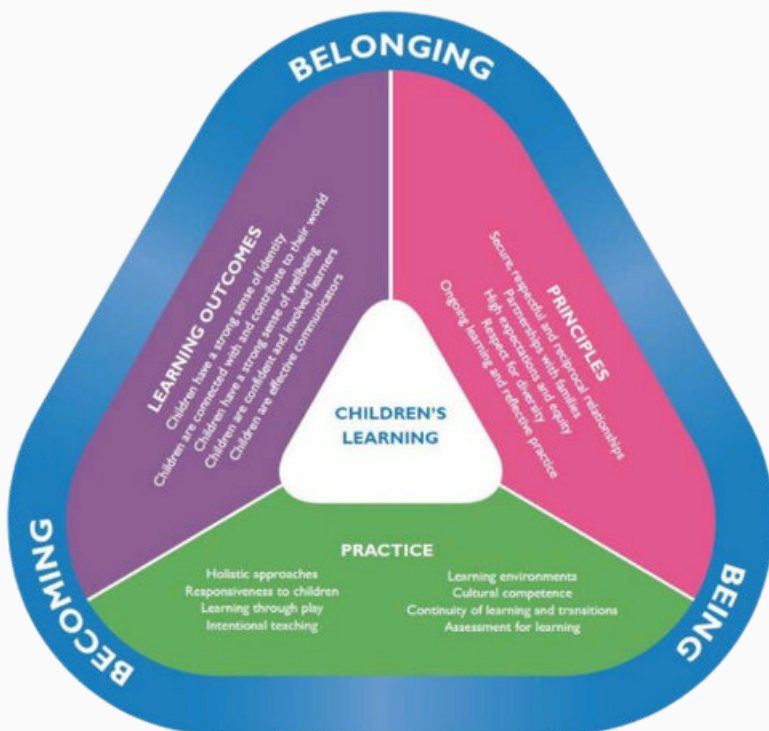
The National Quality Standards comprise of quality areas, standards and elements, the seven quality areas are:

- **Educational program and practice**
- **Children’s health and safety**
- **Physical environment**
- **Staffing arrangements**
- **Relationships with children**
- **Collaborative partnerships with families and communities**
- **Leadership and service management.**



The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children’s learning. These are:

- **My Time, Our Place: Framework for School Age Care in Australia**
- **The Australian Children’s Education and Care Quality Authority (ACECQA) which provides oversight of the National Quality Standard across the country to ensure that services are meeting the new requirements.**



3. OUR PROGRAM

The service's Philosophy underpins the development of the program for Before School Care, After School Care, Vacation Care and Student Free Days.

Linden Park Primary School Council OSHC believes that it is important to create an environment that meets individual children's stages of development in a comfortable play based setting. The program's diversity supports the varying ages of our multicultural service and endeavours to include the suggestions offered by the children and their families. We have a number of play areas we utilise on a regular basis to promote the interests and abilities of all the children attending the service. These areas include: the school gym, basketball courts, netball courts, oval, junior playgrounds, OSHC kitchen, craft room, activity room and the school library.

TV

The TV is turned on from for a half an hour in the morning and at 5:45pm—6:30pm whilst children are packing up at the end of the day. Unless it an electronic planned activity for the day.

HOMEWORK CLUB

The Linden Park Primary School Council OSHC recognises the importance of homework. Parents/Guardians can sign the children up to complete their homework whilst at OSHC by notifying the educators. The educator's will encourage and remind the child to visit the homework club. Educators will be there to assist with homework and will aim to provide a quiet environment and adequate supervision. Detailed feedback and a comment will be left on the child's profile on the homework they completed during the session, using the my Xplor home app.

COOKING/CRAFT/SCIENCE ACTIVITIES

The service recognises that by providing access to creative and expressive arts it encourages children to have fun, enjoyment, mastery and success. Children are encouraged to work collaboratively with educators as well as engaging in spontaneous play with other children, to initiate experiences from their own ideas.

BOOK CLUB

Linden Park OSHC encourages children to come together once a week and share/express ideas in the book club.

ELECTRONICS

Linden Park OSHC recognises and understands children enjoy electronic time, therefore a combination of electronic activities are offered once a week. Children are encouraged to turn take and engage in shared experiences.

SPORT/NATURE PLAY

Linden Park OSHC acknowledges the importance of health and wellbeing and therefore plan group sport activities for fitness and interactions. We encourage and promote sustainability and using/growing resources in our natural environment.

STUDENT COMMITEE

Educators meet with students twice a term to allow students to contribute to the programing and processes of the OSHC service. This allows our service to have a strong student voice.

INCLUSION POLICY

Supporting children with additional needs requires educators to extend upon the strategies they already use in providing quality care for children. It is imperative for educators to develop a comprehensive understanding of each child's interests and abilities and implement a program and environment that is receptive to their needs and inclusion.

As an Out of School Hours Care (OSHC) Service we offer flexible attendance options, and vacation care options, it is critical that our service works in partnership with families and other professionals to ensure specific consideration and adaptations/adjustments allow children with additional needs access and participation. Our OSHC Service is committed to take into account children's social and cultural diversity, including learning styles, abilities and disabilities to achieve positive experiences for children in our setting.

INCLUSION SUPPORT PROGRAM (ISP)

To assist in the provision of an inclusive environment for children with additional needs, our OSHC Service may apply for additional support through the Inclusion Support Program (ISP), if the eligibility requirements are met.

The Nominated Supervisors and educators will refer to the Inclusion Support Guidelines and consult with families to submit an application. Applications would need to be submitted for the different types of care the child accesses through our Service (care during school terms and vacation care). The objectives of the Inclusion Support Program include:

- supporting Out of School Hours Services increase their capacity and capability to provide quality inclusive practices for all children
- to address access and participation barriers
- support the inclusion of children with additional needs



SUPERVISION

Out of School Hours Care educators have a duty of care to ensure children are actively supervised at all times, maintaining a safe and secure environment adhering to Education and Care National Law and National Regulations. Supervision for children in OSHC requires educators to cater for a wide range of ages and abilities and, requires flexibility and organisation to ensure thoughtful design and arrangement of children's environments.

Linden Park OSHC follow legal ratio requirements a 1:15 educator:child ratio when on site and a 1:8 educator:child ratio when on excursions. In the event of a water sport a 1:5 educator:child ratio will be in place.

Educators will actively supervise children, identifying risks and taking all necessary steps to prevent or minimise injury in a range of situations including, transitioning children between school and the OSHC service and whilst transporting children to and from the OSHC Service. Effective supervision of children provides educators with the opportunity to support and build on children's play experiences.

Linden Park OSHC has a supervision plan in place that is available to be viewed at the service.

4. BEFORE SCHOOL CARE

SESSION TIME

7:00AM TO 8:35AM

FEES

\$15.23 per child

GENERAL INFORMATION

- Cereal/porridge and toast is available daily for breakfast until 8:15am.
- A 'special breakfast' is also offered once a week from 7:00am till 8:15am on alternating days.
- Breakfast items and special menu is on display in the kitchen daily.
- Bookings are essential - a booking must be made prior to attendance.
- Children must be signed in on arrival by a parent/guardian. Please contact OSHC if you are unable to sign your child(ren) in.
- Children stay in the care of the OSHC educators until 8:35am. Students in year 2 and above independently make their way to school at 8.35am.
- Receptions and Year one's are escorted to their classrooms by educators at 8:35am, where they are assisted in unpacking their bags and watched until 8:50am.

ROUTINE

7:00AM: Open - nut free breakfast commences.

7:30AM: TV/music and free play inside/outside.

8:15AM: Breakfast finished. Outside play/ free play inside.

8:30AM: Pack up and move off to classes at 8.35am. Junior Primaries (receptions and year 1) are escorted to their classrooms once signed out of the service.



5. AFTER SCHOOL CARE

SESSION TIME

3:10PM TO 6:30PM

FEES

Permanent bookings: \$28.28 per child Casual bookings: \$30.46 per child

GENERAL INFORMATION

- Bookings are essential, a booking must be made prior to attendance.
- A nutritionally balanced, nut free afternoon tea is provided.
- Children must be signed out by a parent/guardian prior to leaving the service.
- Children are not permitted to leave the service until they are collected by an authorised person.

ROUTINE

3:10PM: Primary children make their way to the OSHC, hang their bags up on the allocated hooks outside, then are signed in using the Xplor home app and head to the handwashing room to wash their hands before heading to the kitchen for nut free afternoon tea.

The Junior Primary children are collected from the piazza area in the Early Years building, outside rooms 9, 10, 13 and 14. Year 2 children check in outside their classrooms and walk down to OSHC independently, place their bags on hooks then wash their hands and go to the kitchen to get their afternoon tea.

3:30PM: Juniors arrive and get signed in using the Xplor home app prior to washing their hands and getting their afternoon tea.

3:30—4:00PM: General supervision and free play in all areas occurs and homework, craft, cooking or electronic activities etc. commence (depending which activity it is for the day). Children must check in with an educator when moving to the bathroom or different areas around the school. Staff communicate over the walkie talkies to ensure the whereabouts of all children is known throughout each session.

5:30PM– 6:00PM: All children are brought inside and bags put in the foyer, activities are finished and tidied up.

5:45PM—6:00PM: Second afternoon tea (a piece of bread with spread) - sometimes extra 'special'.

6:00PM– 6:30PM: Quiet inside/outside play.

6:30PM: Close.



6. VACATION CARE & STUDENT FREE DAYS

SESSION TIME

7:30AM TO 6:30PM

FEES

\$68.53 per child— Vacation Care Incursion Day

\$76.15 per child—Vacation Care Excursion Day

\$54.39 per child— Student Free Days

GENERAL INFORMATION

- Parents/Guardians MUST sign children in and out of the service using the Xplor home app.
- Bookings are not taken over the phone as a waiting list often develops for Vacation Care
- Vacation Care bookings open Monday of Week 6 each term. Time and programs are released closer to this date.
- Permanent term bookings do not carry through Vacation Care.
- All excursions/activities booked by Linden Park Primary School OSHC Vacation Care and Student Free Days have been chosen according to suggestions, age and development needs of children.
- Private bus' are arranged for excursions and Risk Management procedures are undertaken, if an activity is deemed too dangerous because we cannot minimise risk then the activity will be cancelled.
- Excursion transport authorisation forms needs to be signed prior to excursions to allow permission for students to attend excursions.
- Children need to bring a nut free recess, lunch and drinks daily, unless otherwise stated on program and must wear sun safe clothing, hats and protective footwear to Vacation Care and Student Free Days. See services 'Sun Safety Policy'. Children not wearing sun safe clothing may be sent home to change or be excluded from activities where sun burn is high risk.
- Afternoon tea and cooking/craft activities are undertaken daily, between other organised activities. Educators are stationed outside and inside when we are at school and child/educator ratios are adhered to strictly when on excursions.



7. ACCESS & ENROLMENT POLICIES

HOW DO I ENROL MY CHILD?

All online enrolments must be completed by parents/guardians via the Xplor link, available on the school website under 'Parent Information', prior to a child attending Linden Park Primary School Council OSHC. A \$10 annual registration fee will be charged per family upon enrolment.

Families are encouraged to arrange a visit with their child/ren before their commencement date to familiarise themselves with the facilities and daily routines of the service.

If the number of enrolment requests exceeds available places, priority of access will be determined in accordance with Department guidelines. Linden Park OSHC have Waitlist in place to ensure all bookings are managed accordingly. Please refer to the *Waitlist Procedure*.

Re-enrolments must be completed annually via the Xplor re-enrolment link, which will be distributed by the service.

It is essential to make a booking before your child/ren attend OSHC. Permanent bookings can be made via email or phone once enrolled, however all casual bookings for Before and After School Care, Student Free Days and Vacation Care must be made using the Xplor app. Some OSHC days do fill up quickly, please monitor your Xplor app for any spaces that may become available. Any changes to important enrolment information such as change of address/phone number must be sent via email to office staff to update on Xplor.

Permanent bookings are considered to be on an annual or weekly basis if made by the Sunday prior. Families who wish to make changes to permanent bookings need to make any amendments by the weekend prior, or the full fee will be charged. Families who book in during the week of care is considered **casual** and will be charged casual rates, CCS will still apply.

Without a prior booking we may or may not be able to accept your child/ren due to educator ratios. We will contact parents of children who arrive without a booking, and if no place is available they will be sent to the school office until collected. Emergency care can be accommodated if places are available and emergency contact information will be obtained from the school.

Important:

To support fair and equitable access for all families, permanent bookings are allocated in accordance with the Priority of Access Guidelines. Families are asked to request only the days they genuinely require. Linden Park Primary School OSHC is licensed for a maximum of 150 students and cannot exceed this capacity.

Where demand exceeds available places, bookings will be prioritised based on these guidelines. Repeated cancellations of confirmed bookings may result in a review of permanent booking arrangements by the Linden Park Governing Council, to ensure places are allocated to families with the greatest need.



AFTER SCHOOL CARE & BEFORE SCHOOL CARE CANCELLATION POLICY

Cancellations of After School Care and Before School Care must be made by the weekend before the care is required. Cancellations made after this day will be charged the full fee, CCS included.

Bookings and cancellations made on the same day, within hours will be removed. Families are entitled to 42 days allowable absences per year where those with CCS pay only the gap. For families without CCS full fees will apply. Please note there are no casual fees for Before School Care, Vacation Care or Student Free Days. If a child is booked into OSHC and they are no longer attending the session, the service must be notified.

SICKNESS

If a child is cancelled due to illness, session fees still apply for the first day of sickness. Any subsequent days of illness will not be charged if notified. See services 'infectious Diseases and Infestations policy'. The service follows the Department of Education Guidelines.

ARRIVAL AND DEPTURE OF CHILDREN

Parents/Guardian must enter the centre when dropping off or collecting their child/ren and sign them in or out using their Xplor Home App. This ensures your child/ren safety and the efficient running of the centre. Under no circumstance will anybody other yourself or the primary contact be permitted to collect your children unless they have been added as an authorised person to collect via the Xplor app.

In the case of an emergency, where the parent/guardian or a previously authorised nominee is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may contact the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text, or letter). Photo identification must be sighted by the Responsible Person before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care.

Children may be collected by an older sibling under the age of 18 by 4pm, with parent consent.



VACATION CARE & STUDENT FREE DAY BOOKINGS

Bookings for Vacation Care and Student Free days are made separately to Before and After School Care bookings. Numbers for these programs are strictly limited due to educator ratios and it may not be possible to accept any last minute bookings. Vacation Care Programs are available Friday week 5 of each term. The Vacation Care bookings are automatically secured and entered into our system once booked in using Xplor home app and therefore no confirmation emails will be sent. If a booking is rejected during this period, this means the day is full and your child/ren will be placed on a waitlist. Bookings over the phone **will not** be accepted. Regular term bookings do not apply during Vacation care and Student Free days.



VACATION CARE & STUDENT FREE DAY CANCELLATION POLICY

To cancel a booking, please ensure you do so at least 7 days before the scheduled date. Cancellations made less than 7 days in advance will incur the full vacation care fee.

If your child is unwell and you provide a doctor's certificate, there will be no charge from the second day of absence.

EXTRA-CURRICULAR ACTIVITIES

Our OSHC Service will support children to participate in extra-curricular activities that may be organised within school grounds during OSHC operating hours. Examples of extra-curricular activities include music lessons, dance classes, team sports, drama classes or chess club. Families are responsible for informing the OSHC Service of the attendance and changes to attendance of extra-curricular activities.

Children attending extra-curricular activities will be signed out of the attendance record by OSHC educators and signed back into the OSHC Service upon return.

Children will not be able to participate in extra-curricular activities unless prior written authorisation for the child to leave the OSHC Service has been obtained.

Children will not be able to attend extra-curricular activities that are not run by the school or that are not on school grounds.



8. PAYMENT OF FEES POLICY

Fees are processed on a weekly cycle unless otherwise requested by families by using Debit Success which is set up on enrolment. There is a once off setup fee of \$2.20, however additional transaction fees are absorbed by the service. We do NOT recommend using Amex.

INSUFFICIENT FUNDS

An 'insufficient funds' fee associated with an unsuccessful direct debit payment attempt will be changed to account credit cards, including GST in the event of 3 or more unsuccessful attempts. Please ensure you have enough funds available in/on your nominated direct debit account 1 day prior to your scheduled direct debit. Our scheduled process day is Thursday each week (unless specified otherwise).

OVERDUE FEES

If the account is over \$200.00 or no payment has been received within the last month:

- Families will receive a reminder email or text and staff will note when the family agrees to make payment by.
- If no payment has been received by agreed date, the Director or Finance Officer will make a phone call in order to settle the outstanding account.
- If no payment has been received, the family will receive a letter from the School Principal and Director, where they will be notified that continued enrolment will depend on payment of the outstanding fees.
- A debt collection agency may be used if payment has not been received.
- The Director, in consultation with the Principal may exclude the child(ren) temporarily or permanently from attending the service if the family have not met the requirements outlined in the letter.

The centre reserves the right to terminate enrolment if fees are not paid within the negotiated time.

LATE FEES

In the case of unforeseen emergencies the service must be notified as soon as possible if collection is going to be after 6:30pm.

If pick up is between 6:30pm - 6:40pm the charge is: **\$15 per child**

If pick is between 6:40pm - 6:50pm the charge is: an additional **\$25 per child**

Please note for every 10 minutes after 6:50pm an additional \$25 per child will be charged. This fee is not covered by CCS

The Director and Principal reserves the right to remove a child from the program after frequent late-pickups. We kindly ask that families are collecting before closing time of 6:30pm to avoid any further changes and exclusions.

ACCOUNTS

Accounts are calculated weekly and are visible for families on the Xplor home app from Tuesday for the week prior.

9. CHILDCARE SUBSIDY

The Child Care Subsidy is the main way the Government assists families with their child care fees. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

These include:

- The age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances)
- The child meeting immunisation requirements.
- The individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program. There are three factors that determine a family's level of Child Care Subsidy.

These are:

Combined annual family income

Activity test – the activity level of both parents

Service type – type of child care service and whether the child attends school.

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

More information is available at:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Alternatively call: MyGov helpdesk: 13 23 07 or Centerlink assistance: 13 61 50



10. FAMILIES & COMMUNITIES

Staff will ensure you and your child(ren) always feel safe, happy and welcome at the service and have a strong sense of belonging.

A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions, comments or feedback families may have.

FAMILY CONTACT

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

Parents/Guardians will have access to the Director/Assistant Director at any reasonable time to discuss any concerns regarding their child. This may be on the spot, by telephone, email or appointment. Educators will not discuss with parents confidential information regarding any other child or family within the service. The Director will inform staff where necessary to ensure the best care for child(ren) at all times.

PARENT GRIEVANCE POLICY

The Linden Park Primary School Council OSHC fosters positive and harmonious relations between all levels of management. Every member of the service has the right to a happy 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. Where a concern is raised, educators are able to direct you to the Director or the responsible person in charge. Their role is to immediately take the necessary action in an effort to resolve the complaint.

If you have any concerns with the service or an educator, you are asked to address the concern with the Director who may then request a written report.

If you feel the issue has not been resolved, you may choose to write directly to the School Principal for further assistance.

If you have been unable to resolve the issue with the service or school, or there are circumstances where it is not possible or appropriate for the complaint to be managed at the local level, a complaint may be lodged with the Education and Early Childhood Services Registration and Standards Board of South Australia on: 8226 0077 or email to (esb.complianceinvestigations@sa.gov.au)

CUSTODIAL ISSUES

If there are any custodial issues that affect your child(ren) whilst at the service, you must provide details upon enrolment. If circumstances change throughout the year, you must inform the Director or Assistant Director and provide any relevant documentation to the service so all staff can be informed.

If a parent/guardian or any other person is denied collection authority, or a restraining order is in place, staff will call the enrolling parent for further instructions and will not release the child(ren) to anyone who is not granted permission upon enrolment. If for any reason you wish to grant a person collection authority throughout the year, please advise staff and add their details as an authorised person to the online enrolment form.

Any other person collecting your child(ren) that is not an authorised adult will require written permission from the enrolling parent and staff will request identification upon collection.

Please be aware, we cannot deny access of collection to a birth parent or guardian without signed court orders or letters stating the reason unless there is clear evidence of the child(ren) being at risk, where the Police will be notified immediately.

MEDICAL CONDITIONS POLICY

To support children's wellbeing and manage specific healthcare needs, allergy or relevant medical condition our OSHC Service will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are implemented. We aim to take every reasonable precaution to protect children's health and safety by explicitly adhering to individual medical management and risk management plans and responding to any emergency situation should they arise.

We ask that families complete the OSHC service enrolment in its entirety providing specific details about the child's medical condition. If your child has a diagnosed medical condition we are required to complete the following in conjunction with families

- Health Support Agreement
- Safety and Risk Minimisation Plan

If your child requires medication for this condition you must supply an

- Action Plan or Medication Agreement to the service or school
- in date medication to be kept at OSHC or the school office.

Medication kept at the office will be collected by OSHC staff prior to children starting their session. If your child doesn't have all these requirements in place they may not be able to attend.

NUTRITION POLICY

Linden Park OSHC is required by legislation within the National Quality Standard to ensure the provision of healthy foods and drinks that meet the requirements for children according to the Australian Dietary Guidelines (Right Bite). Our OSHC Service recognises the importance of healthy eating for the growth, development, and wellbeing of children and is committed to promoting and supporting healthy food and drink choices for children in our care. Our weekly menu is designed to meet the Australian Dietary Requirements and students special diets you can find this displayed at our OSHC service.

PLEASE NOTE: WE ARE AN ALLERGY AWARE SERVICE & A NUT FREE ZONE

SUNSAFE POLICY

Our OSHC Service will work in compliance with the National SunSmart Program to ensure children's health and safety is maintained at all times whilst at the Service. This policy applies to all activities on and off site.

Monitoring UV Levels: Sun protection is required when UV levels reach level 3 or above. Our Service will monitor the UV levels daily.

Shade: Shaded areas are provided and used for play experiences

Hats: Educators, children and visitors are required to wear sun shade hats at all times when outdoors during the months of September - April or when the UV is 3 or above. Children without a sun safe hat will be asked to play in areas protected from sun or they be provided with a spare hat if available by the OSHC service.

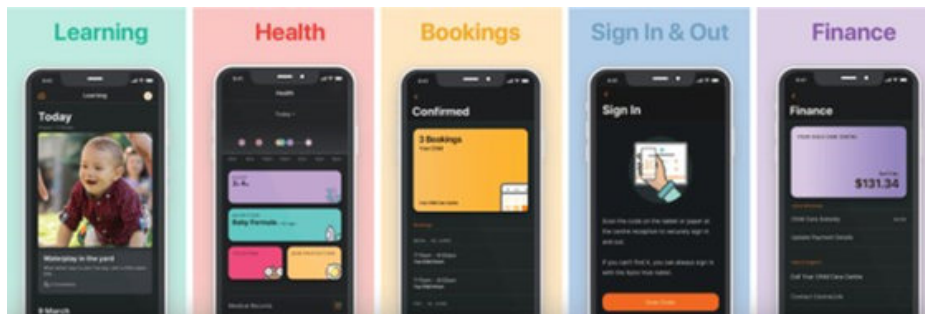
Clothing: When outdoors, staff and children will wear sun safe clothing that covers as much of the skin as possible.

Sunscreen: Staff and children will apply SPF30 or higher broad-spectrum water-resistant sunscreen 20 minutes before going outdoors if the UV is 3 or above and reapply every 2 hours or more frequently if washed or wiped off. Where children have allergies or sensitivity to the sunscreen, parents are asked to provide an alternative sunscreen, or the child is encouraged to play in the shade.

11. XPLORE

All families will have access to the Xplor home app where you can view your child's individual observations as well as the goals our educators set out to extend their learning whilst at the service. Families can also view daily journals for the service which shows photos of the planned and spontaneous activities and evaluations that occur each day in the service.

You will receive a welcome email at the time of enrolment which will invite you to register with the Xplor home app. The Xplor home app also enables families to make online bookings and view their finances.



XPLORE SIGN IN/OUT

All enrolled families and authorised people (Hub guests) can either enter their mobile number and pin or scan the QR code into the services iPad when signing child/ren in and out. The iPad is located at the entrance of the service. Only a parent or educator can use the service iPad, as this is not for children's use.

All notifications and messages made by educators are seen upon sign out on the Xplor home app.

