

Policy Group 9: Family and Community

9.1 Access Policy

The Oakleigh Outside School Hours Care service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children irrespective of background, culture, religion, gender, disability, marital status or income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Australian Government Children’s Services Handbook
- Duty of Care
- NQS Area: 1.1; 3.1; 4.2; 6.1, 6.3; 7.1, 7.2, 7.3.
- Policies: 2.11 – Including Children with Special/Additional Needs, 9.2 – Enrolment, 9.3 – Communication with Families.



Procedures

If demand for places provided at this service exceeds those available, priority of access will be given based on guidelines provided by the Department of Education Children’s Services Handbook.

The Oakleigh Outside School Hours Care service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children’s backgrounds and provide opportunities and sensitivity to their needs.

To enable children with special/additional needs to attend, Oakleigh Outside School Hours Care will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the service, the Coordinator will invite and encourage all parents/guardians and their child to meet with Educators regularly to review and evaluate how the service is meeting the needs of the particular child.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.2 Enrolment Policy

Oakleigh Outside School Hours Care acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Duty of Care
- NQS Area: 1.1; 2.1, 2.2, 2.3; 4.1, 4.2; 6.1; 6.2, 6.3; 7.2, 7.3.
- Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 8.15 - Children of Employees, 9.1 – Access



Procedures

The enrolment process will commence with an initial meeting between parents/guardians and the Coordinator, where the families will be provided with a service enrolment pack, including but not limited to:

- Information on how to register by setting up a QKENrol account through the 'My Family Lounge' app; and the steps to enrol, request a booking and how to confirm a place once an offer has been made by the Coordinator.
- Oakleigh OSHC Family handbook;
- List of current Educators, including photos;
- Service rules and behaviour expectations.
- Esidebit form

Enrolment at this service for children of school age is available from the beginning of the calendar year in which they will attend school. Families may need to provide documentation relating to proof of age and enrolment at the school prior to enrolment being accepted.

Enrolment for children who have completed their final year at Oakleigh is available until the end of the December and January Vacation Care programs immediately before attending their new school.

Primary school aged students visiting an Oakleigh family may be allowed by the Coordinator to enrol. If from an international school, they must supply a copy of their Medical Insurance Certificate.

Strictly for the purposes of enabling the service to fulfill its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from all parents/guardians through the service enrolment form:

- Personal details (name, address, and date of birth);
- Name, home and work address and phone numbers of parent/guardian;
- Name, address, phone number and relationship to child of persons (authorised nominee) who may be contacted for emergency collection;
- Other persons nominated with authority to collect the child from care
- Parental/guardianship and/or residential details (if any), including copies of relevant court orders;
- Relevant health and medical details including food intolerances and medical management plans for children identifies with medical conditions (anaphylaxis, asthma /diabetes)
- Copy of the child’s immunisation history statement;
- Name, address and at least one phone number of the child’s doctor;
- Any special physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child; and
- Authorisation for the service coordinator (or nominated educator) to:
 - Provide emergency medical treatment;
 - Apply/assist to apply SPF+30 sunscreen; and
 - Take and/or display children’s photographs.

The enrolment form includes the written consent of the parent/guardian signing the form for the use of the information by the service in keeping with the Information Handling Policy (Privacy and Confidentiality Policy 10.8) and other policies and procedures of Oakleigh Outside School Hours Care.

Oakleigh Outside School Hours Care cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as the service will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

Failure to provide the child’s immunisation history statement, within the requested timeframe, may result in the child’s enrolment being:

- Refused or cancelled;
- Accepted, however attendance would be refused until proof of up-to-date immunisation status is provided; and/or
- Conditionally accepted as per the service’s Child Immunisation Policy.

Oakleigh Outside School Hours Care will, on an annual basis, request families to update children’s enrolment forms to ensure all parent/guardian and emergency contact information is current. There is a non-refundable administration fee of \$20 per family payable annually to re-enrol. Re-enrolment forms are provided to families in Term 4 with annual fee charged early in Term 1 (approximately week 3).

All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy and Confidentiality]).

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.3 Communication with Families Policy

Oakleigh Outside School Hours Care recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to Educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1; 2.1, 2.2; 4.1, 4.2; 6.1, 6.2; 6.3; 7.1, 7.2, 7.3.
- Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour Support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 - Bookings and Cancellations, 3.4 – Homework, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.11 – Escorting Children, 4.2 – Infectious Diseases, 4.6 – Medication, 5.2 – Food and Nutrition, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment, 9.5 - Comments and Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology, 10.18 – Court Orders and the Release of Children in Care.



Procedures

The Coordinator will meet with all new parents/guardians and the child, to discuss the service's operations and program and any specific needs they may have, and to answer any questions.

On enrolment, a Family Handbook will be provided as part of the service enrolment package. The information provided in this handbook is based on key aspects of prescribed service policies and procedures to reference.

Parents/guardians will have access to meet with the Coordinator throughout daily sessions when appropriate to do so, and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or the service.

Information is made available to families about their child which includes documentation of their child's participation and progress in the program.

Information provided by families relating to their child's participation in the program will be documented and used to inform the future programming decisions.

All persons entering the premises will be identified by the Coordinator and/or Person in Charge, as being an authorised person with permission by the parent/guardian.

The Coordinator will treat all enquiries and concerns, and the persons making them, seriously and with respect, endeavouring wherever possible to answer questions and provide relevant information.

Any deficiencies in the service which are identified through this process, and which can be rectified, will be taken into account by modifying or enhancing these policies and procedures, or the program, as appropriate.

The Coordinator may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the service e.g. parent sign in/notice board.

Information for parents will also be communicated through:

- Regular newsletters;
- Memos posted on sign in sheet, notice board and via email;
- Regular meetings between Coordinator/Educators and parents/guardians;
- Alert notices written by the Coordinator, and approved by the OSHC Subcommittee, being given to parents/guardians regarding matters of changed policy and where these need to be communicated before the next newsletter or monthly meeting; and/or
- Posts and notifications sent through the service social networking site (if applicable).

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.4 Communication with Community Policy

Oakleigh Outside School Hours Care recognises and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Privacy Act 1988 and Regulations 2013
- NQS Area: 6.2, 6.3; 7.3.
- Policies: 8.14 – Employee Online Social Networking, 9.5 - Comments and Complaints Handling, 9.6 – Communication with Families, 9.7 – Community Engagement.



Procedures

The Coordinator is responsible to ensure that the service holds current contacts and information on relevant community resources, and that Educators are made aware of them through regular team meetings and the Educator Handbook.

The Family Handbook makes it clear that families have access to information on relevant community resources for their children, and the Coordinator ensures that they are available and/or sought and made available on the request or identified need of parents/guardians.

The Coordinator of the service ensures that the local community are provided with information about the service, are invited to attend service events and to provide feedback on the operation of the service, and to explore any ways in which stronger community links can be built.

Members of the community will have access to meet with the Coordinator by appointment to discuss any issues or concerns with respect to Oakleigh Outside School Hours Care.

The Coordinator will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

Any deficiencies in the service which are identified through this process and can be rectified will be taken in to account by modifying or enhancing these policies and procedures, or the program, as appropriate.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.5 Comments and Complaints Handling Policy

To ensure Oakleigh State School P&C Association service provision is in keeping with these policies and procedures and other applicable requirements, the service invites comments and complaints from children, parents/guardians, employees and the community. The service respects and considers all complaints, which require a resolution seriously, and attempts to find a satisfactory resolution wherever possible.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
Privacy Act 1988 and Regulations 2013

NQS Area: 4.2; 6.1; 7.1, 7.2, 7.3.

Policies: 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality)/



Procedures

In the first instance, all comments, grievances and/or complaints shall be directed to the Coordinator.

However the complainant will be directed to access the Oakleigh State School P&C Association if:

- The complaint is about the conduct of the Coordinator;
- The complainant is not comfortable to take the complaint to the Coordinator;
- The complainant is not satisfied with the Coordinator’s handling of the complaint; and/or
- The complaint is about a matter of management and administration policy.

For this purpose, parents and others will be kept informed of the current contact details of the Oakleigh State School P&C Association (or representative of). This information will be made available immediately on request, displayed in the service premises as to be clearly visible from the main entrance and included in the Family Handbook.

Using the Complaint Record Form (see 9.5.1) a record will be kept detailing the complaint, any relevant discussions, the steps identified to be taken to resolve the issue, and collaborative reviews of the outcome/s. Both the Coordinator/Oakleigh State School P&C Association and the complainant should sign this form with a copy provided to the complainant on request.

The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant will remain respectful and conducted in a place that affords privacy.

To encourage openness and honesty in the handling of complaints, the complaints record form will be stored confidentially and made accessible to the complainant on request, and other relevant individuals as needed to resolve the issue on approval from the complainant

Any matters of complaint will be referred to the Oakleigh State School P&C Association and the Regulatory Authority for further guidance and/or assistance.

Date of Development	Date Ratified	Date of Review
November 2017	June 2019	June 2020

9.5.1 Complaint Record

Name of complainant		
Date Complaint Made	Time	
Summary of complaint	<input type="checkbox"/> Verbal	<input type="checkbox"/> Written
Summary of Discussion		
Name of second person present (if applicable)		
Summary of resolution		
Further action required by management?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
OSHC Coordinator/Employee name		
Signatures of those present	Date	
Date management made aware of the complaint		

9.5.2 Complaints Management Flowchart



Serious e.g. alleging the safety, health or wellbeing of a child was or is being compromised; the law has been breached; risk to health, safety and wellbeing of child circumstance.	Moderate e.g. the service has made a commitment to provide a service to families such as homework supervision, the service has not been provided and the family is making a complaint	Minor e.g. the service has incorrectly charged a family for a session of care and accounts are typically correct e.g. child not booked in
Consult relevant service policy and procedure (9.5 Comments and Complaints Handling) Refer the complainant to the service policy and the appropriate person in the organisation to receive the complaint	Consult relevant service policy and procedure (9.5 Comments and Complaints Handling)	Consult relevant service policy and procedure (9.5 Comments and Complaints Handling)
Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	As soon as practical to: Nominated Supervisor Make a confidential note in an appropriate file
Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence Notify Regulatory Authority (NL01)	Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence	As soon as possible to the complainant notifying of the response and remedy
Reflect on the steps taken above and identify aspects of service delivery that may have contributed to the complaint and ways in which these can be minimised	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified
Take immediate action to minimise the circumstances leading to the serious complaint from re-occurrence	Take action to improve areas identified and make records of those actions on the service's quality improvement plan	Take action to improve areas identified and make records of those actions on the service's quality improvement plan

9.6 Parent and Community Participation Policy

Oakleigh Outside School Hours Care values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, Oakleigh Outside School Hours Care shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children's lifelong learning and recreational enrichment.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Public Liability Insurance
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 2.2, 2.3; 4.2; 6.1, 6.2, 6.3; 7.1, 7.2; 7.3.
- Policies: 3.5 – Excursions, 8.5 – Volunteers, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.9 – Risk Management and Compliance,



Procedures

Parents

Oakleigh Outside School Hours Care develops and implements strategies and processes that identify:

- Parent skills and interests suitable to the program;
- How such parent involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent skills and interests may be utilised as part of the program throughout the year.

Parents will be encouraged to participate in the service through attendance at the monthly P&C Meetings, management meetings and/or service events.

Community

Oakleigh Outside School Hours Care develops and implements strategies and processes that identify:

- Accessible community resources;
- The ways in which such resources can be utilised e.g. excursions, incursions, support activities etc.;
- How such community engagement will support the overall objectives of the service and in particular program delivery; and
- When such community resources may be able to be utilised throughout the year.

The Coordinator, management and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.7 Management of Intoxicated or Persons Under the Influence Policy

The following policy and procedure are written and described without prejudice: On occasion, Coordinator or the Responsible Persons in Charge of the service may need to exercise Duty of Care in managing particular situations. These occasions may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. All persons considered or expected under the influence of drugs, alcohol or other substance that are under the employ (at the time) of Oakleigh State School P&C Association shall be referred to the Fit for Work policy (see 8.17). All persons who are not under the current employ of the service shall be requested to follow the policy and procedure as described.

Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Duty of Care
- Child Protection Act 1999 and Regulations 2000
- Family and Child Commission Act 2014
- Work Health and Safety Act 2011
- NQS Area: 2.3; 4.2; 7.1, 7.3.
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.8 – Parent Conduct.



Procedures

The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:

- Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.

Should the Coordinator or other senior employee reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drug or other substance, they shall:

- Make attempt to discuss concerns with the parent, guardian or authorised person;
- If not the parent, then make attempt to contact the parent to discuss concerns;
- Only release the child if required to by law;
- Call the police if an immediate threat to the welfare and wellbeing of children/and or family exists.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.8 Parent Conduct Policy

Oakleigh State School P&C Association strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
Child Protection Act 1999 and Regulations 2000
- Duty of Care
- NQS Area 6.1; 7.1, 7.3.
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.5 Comments and Complaints Handling Policy, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.



Procedures

Parents/guardians shall be expected to communicate appropriately with all Educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate language; and
- Calm and considerate tone.

Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in these policies.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The police may be notified if parent/guardian conduct within the service is threatening or violent.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.9 Acceptance and Refusal of Authorisations Policy

The Oakleigh State School P&C Association as the Approved Provider of the Oakleigh Outside School Hours Care acknowledges the importance of ensuring parents/guardians/authorised nominees are aware of the process for authority to be given and/or refused for children to participate in relevant aspects of the program through the initial enrolment procedure. Such authorisations and/or refusals must be received in writing and will be handled in accordance with Oakleigh Outside School Hours Care Information Handling (Privacy and Confidentiality) Policy.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- Duty of Care
- NQS Area: 1.1; 2.1, 2.2, 2.3; 6.1, 6.2, 6.3; 7.1, 7.3.
- Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 2.15 – Children’s Belongings and Property, 3.2 – Program and Documentation Evaluation, 3.4 – Homework, 3.5 – Excursions, 3.7 – Physical Activity, 3.8 – Extra-Curricular Activities, 3.10 – Observational Recording, 3.11 – Escorting Children, 3.13 – Water Safety, 3.15 – Cooking with Children, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.14 – Asthma, 5.2 – Food and Nutrition, 9.2 - Enrolment, 9.3 – Communication with Families, 9.5 - Comments and Complaints Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality), 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within the Service, 10.18 – Court Orders and the Release of Children in Care.



Procedures

Through the service enrolment process parents/guardians will have opportunity to give and/or refuse authority for the following (including but not limited to):

Sharing of information, relevant to the care of their child (e.g. health, wellbeing and/or cultural requirements) amongst Educators and/or support workers who are working within the OSHC program;

Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child;

Service Educators to liaise with other health/medical professionals in relation to the care of their child;

Service Educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities; and

Service Educators to take photos of their child to record important events and special activities as part of the program.

Parent authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- Excursions;
- Extra-curricular activities; and
- Regular Outings.

Verbal authorisations will be accepted by the service however the following procedure will be implemented:

- Confirm the identity of the person providing the authorisation;
- Ensure the person is an authorised person on the child's enrolment form;
- Document the nature of the authorisation being sought/given; and
- Record the name of the person, how the identity was confirmed and the time and date of the verbal authorisation.

The Coordinator may exercise the right of refusal if written or verbal authorisations do not comply with this policy or the necessary regulatory requirements.

The service will waive compliance with this policy where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children's participation is contained within the relevant policies of this service (e.g. Excursions Policy, Extra-curricular Activities Policy, and Escorting Children Policy).

Parents/guardians are responsible for and have the right at any time to change authorisations given to the service in relation to their child and their child's participation in the program. This may be done through completion of an updated enrolment form or other written authorisation.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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9.10 Visitors Policy

The Oakleigh Outside School Hours Care service seeks to provide an open and friendly environment, which values and actively encourages visitors. At the same time we recognise our Duty of Care to ensure a safe environment for children, families and staff, and we recognise our responsibility to protect and preserve our resources.

Visitors are defined as all people other than:

- Staff members;
- Children enrolled and attending the service; and
- Parents/guardians involved in the task of delivering or collecting children from the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 2.3; 4.1; 6.3; 7.3.
- Policies: 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 2.11 - Including Children with Special/Additional Needs, 2.13 - Use of Photographic and Video Images of Children, 2.20 - Supervision of Children Policy, 3.1 - Educational Program Planning, 6.3 - Workplace Health and Safety, 7.2 - Drills and Evacuations, 7.3 - Harassment and Lockdown, 8.5 – Volunteers, 9.6 – Parent and Community Participation, 10.23 - Provision of Information, 10.24 - Privacy Policy



Procedures

The service establishes protocols and procedures that effectively monitor and manage visitors, whilst attending the service.

All visitors must report to the OSHC office on arrival at the service and sign the Visitors Register. Visitors will be required to display a 'visitors' badge at all times whilst at the service.

Visitors will be advised of any safety policies and procedures that may be relevant to the purpose and/or time of their visit.

Visitors to the service will be expected to comply with all relevant work, health and safety requirements of the service.

All visitors will be accompanied or supervised by a staff member during their time in the service.

Any persons found on the premises unescorted will be asked by any staff member who observes them if they require assistance and then will direct the person back to the office. If the unescorted

person becomes hostile, procedures as per the service's Harassment and Lockdown Policy (see policy 7.3) may be enacted.

All non-public access areas are marked by clear signage and/or entry restricted by locked doors.

The service's emergency management procedures will ensure that any visitors in the service at the time of any emergency or practice drill are recognised and appropriately catered for.

Visitors to the service will not be privy to information of a confidential nature unless they have authority by law or written permission has been previously obtained from the family or staff member.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

9.11 Enrolment Management Policy

Oakleigh Outside School Hours Care recognises as its prime obligation the provision of access to our OSHC service for school age children and in particular students enrolled at Oakleigh State School. Service approval and capacity dictates the number of children that can be safely and appropriately educated and cared for within the premises. The service has a maximum capacity of 105 students per session.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 4.1; 6.1; 7.1;
- Policies: 2.14 – Bookings and Cancellations, 9.1 – Access, 9.2 – Enrolment, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

The enrolment management plan outlines how OSHC:

- Manages waiting lists giving priority to primary school children;
- Maintains existing permanent enrolments;
- Prioritises permanent bookings over casual; and
- Seeks opportunities where regular cancellations may create an opening for a family in need of a place.

When booking requests exceed the licensed approval from Oakleigh State School students for any single session, either at the start or during the school year, names will be added to the service's waiting list.

The Coordinator will establish if there are any children on the waiting list who meet the criteria set out in the Priority of Access Guidelines set by the Australian Department of Education and Training and these children will be offered a place first:

- Priority 1: A child known to be at risk of serious abuse or neglect;
- Priority 2: A child known to be of a single parent who satisfies, or of both parents who both satisfy the work, training study test under section 14 of the New Tax System (Family Assistance Act 1999).

In filling the remaining places, the Coordinator will give preference to children that fall within Priority 3 (as it applies to any other child) and in the order as follows:

1. Families who are currently using the service for any other session(s) who have used the service in the previous year ('existing' families) and want to make a permanent booking;
2. Families who did not use the service in the previous year ('new' families) wanting a permanent booking;
3. Existing families wanting a casual booking; and then
4. New families wanting a casual booking.

Within each of the groups for Priority 3, priority will be based on the date and time the request was received.

Once the licensed approval numbers have been offered and accepted, the Coordinator will invite the remaining families to place their child on the waiting list for that session, advising them of the upfront administration fee of \$20.00 to cover processing of applications, follow up phone calls and emails required to maintain the waiting lists.

In an emergency for Priority 1 and 2, the Coordinator may go beyond the capacity but must advise the Department and ensure educator to child ratios are still met.

All existing and new families will be advised of this policy including the priority of access.

If, part way through the year, a Priority 1 or 2 child needs a permanent booking for an already full session then a child from Priority 3 may be removed to make room for them providing the family was informed of this policy on enrolment and they are given 14 days' notice. The Coordinator will choose the last Priority 3 child to have been offered a place for that session.

If they wish, their child will be placed at the top of the session's waiting list with no administration fee charged and the child will be re-entered into that session as soon as a place becomes available.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020