



Annandale Christian College

OUTSIDE SCHOOL HOURS CARE

2019

FAMILY INFORMATION HANDBOOK



2018 OSHC Family Handbook

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The words 'parents' includes guardians and adopted parents in this booklet.

2018 OSHC Family Handbook

OSHC CONTACTS

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Coordinator/Educational Leader: Mrs Sarah Forrest
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OSHC child care benefit approval id number

| | | |
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| After School Care | CCB Approval ID | 1-2Q51AC |

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Meeting the National Standard.

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ABOUT OUR SERVICE

WELCOME TO OSHC

Annandale Christian College commenced an Outside School Hours Care (OSHC) program in 2008 to provide quality care for primary school age children .

From the beginning of 2015 we have been operating from our own registered OSHC facility in H Block and includes a certified use of a wide range of other College resources including: Pioneer Hall, the playgrounds, the oval, the basketball courts, G Block verandas and toilets, and the Hospitality room.

Our OSHC aims to provide high quality care through a nurturing and fun environment where children feel safe and secure.

Our staff members strive to make you and your child's time spent with the service an enjoyable one.

Please take the time to read this information booklet. Copies of OSHC policies and procedures are also available on request.

If you have any queries, please contact the OSHC service.

Under the *Education and Care Act*, we are bound to comply with all rules and regulations relating to School Aged Care provision: e.g. requirements about the children's activities, experiences and programs, staff/children ratios and staff member qualifications.

The National Quality Framework (NQF) ensures quality childcare for school-aged children. It involves a detailed accreditation process, which assesses Child Care Service every four years against National Quality Standards in seven (7) Quality Areas:

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

We are licensed by the Office for Early Childhood Education and Care (Qld) and actively participate in the Australian Government Quality Assurance accreditation process, operating under Quality Assurance guidelines. Information on Quality Assurance and licensing is available from the website: www.acecqa.gov.au/.

OSHC was assessed against these seven Quality Areas in July 2014 and received an overall rating of Exceeding the National Standard.

OUR GOALS

Outside School Hours Care aims to:

- Make all children feel welcome;
- Recognise the uniqueness of each child and give each one the opportunity to develop to his/her full potential;
- Encourage the development of the whole child - physical, emotional, social and spiritual – by fostering:
- thinking and communication skills;

- a biblical sense of self and others;
- health and physical understanding; and
- cultural awareness and sensitivity;
- Use play as the foundation for learning;
- Encourage independent learning through self-selecting activities, enabling each child to develop skills and knowledge appropriate to their developmental age and stage;
- Value what it means to be part of the Annandale Outside School Hours Care team;
- Provide a safe, hygienic and fun environment;
- Recognise the family as the primary nurturer and educator, and facilitate parent participation in the service;
- Work in partnership with families to care for and nurture the child;
- Welcome and accept families from all cultures;
- Build biblical values such as love, forgiveness, humility, perseverance, and patience into daily attitudes and practices.

POLICIES and PROCEDURES

Outside School Hours Care has an extensive *Policies and Procedures Handbook* that reflects the Philosophy and Goals of our service. The *Policies and Procedures Handbook* has been written in accordance with legislation pertaining to the Outside School Hours Care sector. Details are reviewed annually and subject to change.

You are encouraged to read the full *Policy and Procedures Handbook* upon registering. For easy referencing, a copy is kept on the Sign-in/Sign-out Table.

This *Family Information Handbook* provides a snapshot of policies that will affect parents, families and individual children during their time with us

REGISTRATION AND ORIENTATION

Parents are required to complete a *Family Registration Form* before any child is able to attend the OSHC program. A *Family Registration Form* may be obtained from the OSHC Coordinator, College office or on the College website.

A meeting with the OSHC Coordinator is available to you upon registration of your child/ren. This is an excellent opportunity for you to discuss with us what will help make their time with us enjoyable, particularly during the first few weeks.

If your child has specific additional needs, this orientation meeting is essential (and other relevant parties e.g. occupational therapists, teacher etc) are encouraged to attend. Discussion at this time will include:

- level of support the child requires;
- duration of support;
- necessary training of staff and volunteers;
- the safety of all OSHC children;
- environmental factors; and
- sources of information and resources/support services that will ensure the best possible care for the child.

You can also be shown around the facilities and be given a rundown on basic operations such as staffing and programming. Each newly-registered family receive a copy of this *Family Information Handbook*.

Upon registering your child/ren at our service, an annual \$30 non-refundable Family Registration Administration Levy will appear on your family account.

ANNUAL RE-REGISTRATION

In early Term 4 each year, parents are required to re-register their children if they wish to continue care the following year. Parents who complete the new *Family Registration Form* by the due date will be given confirmation of their child/ren's place in OSHC by the end of November. If the parent does not complete the new *Family Registration Form* by the due date and does want care, they will be placed on a waiting list if no positions are available. Families on the waiting list will be contacted when vacancies arise.

COMMUNICATING WITH PARENTS

OSHC encourages everyone involved in the program to contribute to the goals of the service. Families are encouraged to be involved as fully as possible in the development of the program and care provided for their child/ren.

Staff are available for parents to speak to briefly at any time the service is open. Longer, more confidential appointments can also be made with the Coordinator.

A digital photographic record of activities is uploaded to the *KidSOFT* database regularly to keep parents informed about the activities their children have participated in during the day.

Parents will be emailed a link upon registration to access *KidSOFT*.

OSHC Newsletters are also developed on a regular basis and primarily distributed via email. The newsletters are an opportunity for us to let you know what has happened in the service; future plans in programming; and to bring to your attention general procedural matters.

Posters and brochures relating to a number of subjects, such as Health and Nutrition, Family Assistance Office Information and contact numbers for various community support groups are available near the Sign In/Sign Out area. Where possible, we provide these brochures in different languages and we can assist with further contacts if required.

Your feedback is also important to us. We provide surveys throughout the year to gain your assistance in evaluating the quality of our program throughout the year.

RESPECT FOR CHILDREN

OSHC endeavours to provide care that respects the child's dignity and privacy at all times, considering children as unique, valued individuals made in the image of God. Children are considered and, as far as possible, involved in the on-going development of the program, rules of behaviour and physical environment of the service.

CHILD PROTECTION

OSHC regards the safety and protection of all children under its care as of utmost importance. This includes the moral and legal duties to care for children enrolled. All staff members are familiar with the *Child Protection Policy*; including the procedure for reporting suspicions of child abuse.

At least one staff member present and always the Coordinator will possess current:

- First Aid;
- CPR;
- Anaphylaxis Management;
- Asthma Management; and
- Food Handling,

Other proactive strategies implemented include (but are not limited to):

- Children are under direct supervision at all times and are not permitted to move between areas within the service unless a staff member is present.
- During outside play activities children are required to ask permission to go to the toilet. A staff member will accompany the child with at least one other child (or the number that may be required to ensure correct staff / child ratios are kept).
- If the outside play activity is close to a children's toilet block children may be given permission to go with a buddy if a staff member can maintain a visual line of sight to the toilet block which has been checked on arrival to the area by staff.
- Children ask permission to use the toilet during indoor activities as this ensures that staff members are aware of how long the child has been gone and when they have returned.

PHOTOGRAPHS

Photographs of children participating within the day-to-day activities at OSHC are a regular part of the program and video and/or audio-recording may also be taken from time to time. These photos and recordings are generally for display within the service and used as part of our programming process but may also be used for the purposes of advertising, promotion, media publicity and/or included on the college webpage.

Parents indicate their approval (or otherwise) for photos and recordings to be used outside of the service program via the *Family Registration Form*.

ACCESS FOR FAMILIES AND CHILDREN

OSHC ensures parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for children of school age in Prep to Year 6.

OSHC follows the priority of access guidelines set down by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR). These guidelines are balanced with the principles of non-discriminatory access and inclusion.

A waiting list system will be in place for periods when OSHC cannot legally take additional children.

PRIVACY AND CONFIDENTIALITY

OSHC respects the privacy of all individuals and seeks only that information which it needs to hold under the Child Care Act and Regulations. This information is handled with confidentiality and sensitivity and in keeping with these legal requirements.

OSHC obtains the written consent of people for the use of the information by the OSHC staff in connection with providing the services, delivering the program and complying with its duty of care to the children, staff and other people, including those providing the information.

All personal records is stored securely and kept confidential. All information is strictly limited to use by OSHC staff. Electronic copies of information are also held on the OSHC-provided Coordinator's computer that is password protected. Information is also stored on the *KidSOFT* database which is also password protected and each family has access to their own account.

CONCERNS, COMPLAINS and SUGGESTIONS

We value and encourage the partnership that exists between parents and staff and recognise that at times parents will see things which need attention and we encourage active partnership.

If you have any concerns, complaints or suggestions, please speak to the OSHC Coordinator.

After talking, if resolution is not reached, or if it is inappropriate for the complaint to be made to the Coordinator, the concern should be referred to the Principal in accordance with the *Grievance Policy* and *Complaints against Staff Policy*, which are found at the back of this booklet.

OSHC seeks to resolve all genuine and reasonable complaints in the most appropriate manner in consultation with the complainant. Discussions about complaints are not to be conducted in the presence of children, other staff or parents and heated discussions are to be avoided as far as possible.

PARENT and VISITOR CODE OF CONDUCT

All parents and visitors must comply with the following Code of Conduct while on the site:

- Address all staff, children and others in a respectful manner;
- Refrain from smoking anywhere on the College grounds;
- refrain from swearing or shouting;
- refrain from smoking;
- Refrain from approaching children within the service in a threatening or accusing manner;
- Refrain from physical or mental intimidation or harassment of staff;
- Obey the direction of staff to leave the premises if staff reasonably feel intimidated in any way (Police will be called if a parent or visitor does not respond to a staff request to leave the premises).

Parents have a responsibility to:

- Encourage good behaviour habits in their children;
- Encourage their child/ren to accept the OSHC Children's Code of Conduct;
- Provide support and feedback regarding the OSHC Children's Code of Conduct;
- Consult with OSHC staff at a mutually convenient time about any concerns;
- Treat OSHC staff with respect and courtesy; and
- Conduct themselves in a way that does not make OSHC staff feel threatened. This includes shouting, swearing or intimidating behaviour at odds with this Parent and Visitor Code of Conduct.

Parents have a right to:

- Be respected and recognised as the major influence upon their child/ren's development;
- Be able to express themselves on matters of OSHC policy; □ Meet with OSHC staff at a mutually-convenient time; and □ Be offered the same courtesy and respect as OSHC staff.

STAFF CODE OF CONDUCT

All staff of Annandale Christian College (including staff employed at OSHC) work under an agreed *Staff Code of Conduct*, which establishes a consistent and diligent approach to working with children, families, management and other peers, and within the wider community.

The *Staff Code of Conduct* provides a foundation on which to develop mutual respect, trust and appreciation of others and an understanding of ethical decision-making. It also provides staff members with clear guidelines about appropriate ways of interacting with children in their care and consequences for inappropriate actions.

STAFF

All staff qualifications and child/staff ratios are in accordance with, or better than, the guidelines set in the *Education and Care Services National Regulations*.

At least two adults actively supervise children at all times to ensure they are protected from harm:

- On Site there is a maximum of 15 school age children to every one (1) staff member
- On Excursion there is a maximum of 8 school age children to every one (1) carer
- During Water Activities there is a maximum of 5 school age children to one (1) carer for swimming.

All staff members hold a current *Suitability Card for Child Related Employment* ('Blue Card').

Team members have a wide range of experience in School Aged Care, recreational, sporting and childcare settings.

Information about current OSHC staff qualifications and their photographs are displayed at the Parent Information table so you are aware of who is caring for your child/ren each day.

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CARING FOR YOUR CHILD

ARRIVALS AND DEPARTURES

For the safety and protection of children, OSHC has strict procedures regarding the arrival and departure of children and the people who may collect children.

Signing in and out

All children must be signed in and out on the *Attendance Register* by an authorised person over the age of 18 years (parent; other person nominated by the parent on the Family Registration Form, or subsequently authorised in writing to do so; or OSHC staff member).

The Attendance Register states the child's name and exact time of arrival and departure, printed name of the authorised person and signature. It is a legal document, kept to accurately record student attendance, and is a requirement for CCB approval to the service. To comply with Centrelink requirements all absences and non-signature sessions will be initialled by an OSHC staff member and must be signed by a parent/guardian as soon as possible.

When the OSHC staff member has signed in the child, OSHC takes responsibility for the child until the child is signed out by an authorised person.

OSHC does take responsibility for children whose parents/guardians allow them to walk/ride unsupervised in transit to our door from other schools.

Students in Prep and Year 1 are collected from their classrooms by OSHC staff. All other children are to meet at the H Block building immediately after dismissal from class.

Changes in collections

The Outside School Hours Care Coordinator must be informed if there is any change in those authorised to collect children from OSHC. In emergencies, the parent/guardian may give permission by faxed letter or email (as the first preference) or telephone call to the Coordinator for an alternative person to collect the child/ren. The parent/guardian must provide the name and description of any such person concerned. Photographic proof of identification will then be required of the person upon arrival.

If a student does not arrive on time

If a child booked in the Annandale Christian College OSHC has not arrived within 15 mins of expected arrival, OSHC staff will contact the College office to see if there has been a change in care requirements by the parent and will follow the *ACC Missing Run Away Student Process*.

Family Court Orders

Where there are Family Court Orders relating to the powers and responsibilities of the parents in relation to the child/ren registered with OSHC, a copy of those Orders must be provided to the OSHC Coordinator.

Staff will, where it is possible without unreasonably endangering any other, not allow children to be released to any person other than the custodial parent/guardian, or to an authorised person as permitted in the above procedure. If in doubt, the OSHC Coordinator will contact a parent immediately to discuss the situation.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, our staff cannot expose themselves, or the other children under the service's care, to an unacceptable risk of personal harm. If a child is taken, the Police will be called immediately.

Outside activities

If a child is to attend activities within the College grounds during OSHC operating hours, written authority must be given prior to the commencement of the activity.

Staff may not be available to deliver or collect children from these activities due to staffing ratio.

LATE COLLECTION

Closing time for Annandale Christian College OSHC is 6.00pm. Children must be collected by that time.

If there is an emergency, parents are to contact the Coordinator as soon as they are aware there may be a problem with on-time collection.

Parents who collect their child/ren after 6.00pm will incur a late fee of \$5.00 per child for every 5 minutes they are late.

The correct time of collection will be recorded on the Sign-Out sheet.

If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police to collect the children who are still at OSHC.

CHILDREN LEAVING WITHOUT PERMISSION

OSHC has a comprehensive behaviour management plan and service rules which are implemented to ensure the safety of all children and staff. One of those rules is that children must stay within the College grounds and in OSHC-designated areas under supervision by OSHC staff at all times.

If a child leaves OSHC in any circumstances and for any reason without permission, the staff will assess the situation immediately in relation to duty of care to the individual child and the remaining group of children. Staff will follow the *Missing/Run Away Child Procedure* and Parents of runaway children will be contacted immediately, and police will be called if deemed necessary by the Coordinator.

CHILD'S CODE OF CONDUCT

The following rules (or wording very similar) are negotiated and explained to children at the beginning of each year; on a regular basis throughout the year; and shared with children upon registration:

- We walk inside;
- We will respect ourselves and others;
- We will be courteous to one another and towards any adult with whom we come in contact;
- We will treat equipment in the program respectfully and inform a staff member if something is broken or may harm children in any way;
- We will open our eyes to new things, and give them a go;
- We will stay within the school grounds and OSHC areas where we can see staff (and they can see us) at all times;
- We will be obedient

- We will stay within the boundary □ We say 'NO' to all forms of bullying.

BEHAVIOUR MANAGEMENT STRATEGIES

OSHC recognises that children come from a variety of backgrounds and at various stages of social and emotional development. Effective behaviour support and management is seen as integral to our commitment to quality care for the children at OSHC. We do this by:

- Applying appropriate measures in keeping with community standards;
- Using consistency and compassion;
- Having regard at all times for the respect, dignity and uniqueness of each child; and □ Having regard for the other principles set out in the service's Philosophy Statement.

We aim to provide an environment that encourages respect for all members (staff and children) and minimises the potential for conflict between children. We believe children respond best to guidance of what to do rather than what not to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of godly role models, directing or redirecting children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Encouragement and appreciation of appropriate behaviour forms the backbone of our behaviour management strategies. Physical, verbal and emotional punishment is never acceptable and will not be permitted as a behaviour management technique. If a child's behaviour is deemed unacceptable:

Step 1: the child and OSHC staff member will discuss the appropriate behaviour standard and identify better wiser choices for the future.

Step 2: If the child's behaviour continues to be unacceptable, the child will be sent to time out for 5 – 10 mins. During this time, the child will complete a *Behaviour Sheet*, which gives the child the opportunity to think and write about where their behaviour fell short of the required standard and what steps he/she can take to prevent being in this situation again. The staff member and child will talk about their actions as per Step 1. The *Behaviour Sheet* is then placed into the child's Sign-In/Sign-Out file for the parent to view and sign upon arrival at OSHC. The signed sheet is then given to the Coordinator so it can be filed in the child's profile.

Step 3: In cases where the child then fails to choose wisely from the suggested positive alternatives, a privilege is taken away e.g. craft activity, outside play

Step 4: In cases where the child still fails to change his/her behaviour or where violence occurs against others, the child will be isolated from the group and parents notified as soon as possible. If a situation arises where a child chooses to leave the service without permission, the parent will be called and asked to collect their child.

A written report will be sent to parents in cases of on-going unacceptable behaviour and a child may be suspended from the service for continual misbehaviour including when unsatisfactory behaviour threatens the safety or well-being of any child or other person at OSHC.

DELIBERATE DAMAGE TO EQUIPMENT OR FACILITIES

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if deliberate damage is done (i.e. that cannot be attributed to fair wear and tear but can be

attributed to a malicious or intentional act on the part of a child) it will become an expense to the parent.

EVACUATION AND LOCKDOWN

OSHC has an *Evacuation and Lock-down Procedure* in case of emergency and an evacuation plan is posted near the entrance to OSHC.

When an Evacuation (drill or real) occurs, the Evacuation Point is the Covered Basketball Court on the College oval (unless this is an area of danger).

Services are required to practice drills regularly and we ask all parents, staff and children to familiarise themselves with the procedures.

Fire fighting equipment is regularly maintained and tested.

INFECTIOUS DISEASES AND MANDATORY EXCLUSIONS

OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people (including staff, children and parents) with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

Guidelines for Exclusion for Infectious Diseases from www.health.qld.gov.au are provided toward the end of this Handbook.

VACCINATIONS

Parents need to prove that their child's immunisation status is up-to-date before they can enrol or attend an approved early childhood service, under changes to the *Public Health Act 2005*

(<http://www.health.qld.gov.au/system-governance/legislation/reviews/immunisation/default.asp>).

OSHC can ask you to show an:

- immunisation history statement when first enrolling your child
- updated immunisation history statement when your child passes the 2, 4, 6, 12, 18 months and 4 years vaccination milestones (<http://vaccinate.initiatives.qld.gov.au/schedule/>).

If your child is not up-to-date, the service can choose to:

- refuse enrolment
- cancel enrolment or refuse attendance
- conditionally accept enrolment or attendance.

ILLNESS AND INJURY

OSHC actively strives to avoid injuries through risk-assessment processes and to minimise the impact of any injury or illness by responding appropriately and as quickly as possible.

OSHC only provides minor first aid services to students. Consequently:

- Students who are unwell at the start of the day should be kept at home for their own safety and to ensure illnesses are not contracted by others;

- Where students become unwell while in the care of OSHC, parents will be contacted and requested to collect their child;
- In the event of a child being sick or involved in an accident, parents are contacted as soon as possible. All parents are asked to make sure that OSHC has telephone number/s and an address at which they can be contacted. Parents should also supply one or two emergency contact names and numbers and ensure they are kept updated.

Children will receive basic first aid from a qualified staff member in line with the College's *Accident and Injury Procedure and Administration of Medication Procedure*.

In the event of an accident, an *Accident/Incident Report Form* will be completed by OSHC staff; signed by a parent; and a copy retained in the child's file.

If a child is seriously ill or has a serious accident, and a parent or emergency contact person cannot be contacted, an ambulance will be called immediately and the child will be taken to hospital. Under the Community Ambulance Cover Act 2003, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at their own cost.

MEDICATIONS

The giving of medication to children is strictly monitored to ensure children's safety and welfare. Whenever possible, medication should be administered by parents at home.

Parents are asked to consider whether their children who require medication are well enough to attend the Kindergarten and to keep them home if they are unwell.

Medication at OSHC is dealt with as per the *College Administration of Medication Procedure*. Staff may only administer medication prescribed by a medical practitioner. If a parent wants staff to administer medication, they will be required to fill in a *Medications Form* to inform staff of quantity and time of dosage. The form will be signed and co-signed by staff when the dose is administered.

Staff will not supply analgesics (Panadol, Disprin, etc) to students unless they have direct contact with a parent to gain permission on every occasion. No blanket letter for supply will be accepted.

Medications must be given directly to a staff member (who will store them in a child-proof location) and not left in the child's bag.

Medication will only be administered by OSHC Staff if:

- It is prescribed by a doctor or other health professional and has the original pharmacist's dispensing label, or letter from the doctor or other health professional, detailing the child's name, name of medication, dosage, frequency, the way it is to be administered, date of dispensing and expiry date.
- The parent/guardian has completed and signed an authority to give medication form on the day the medication is to be administered and indicating any likely side-effects of the medication.
- For asthma, diabetes or other on-going medications, parents/guardians are required to advise the Coordinator in writing whether the child will be responsible for administering their own medication or will require supervision; and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered. This will usually take the form of an Individual Medical Action Plan. Before any medication is given to, or self-administered by, a child, the staff member will verify the correct dosage with another staff member.

HOMEWORK

OSHC provides time, quiet space and supervision by staff to enable children to do their homework if they wish. Staff are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Staff members are unable to insist or force children to complete homework tasks.

FOOD and DRINKS

OSHC encourages and promotes the health and well-being of children through a healthy and nutritious menu that recognises a culturally diverse diet.

Before School Care:

Breakfast of healthy cereal, toast and spreads and fruit is available between 6.30am - 8.00am. Milk and water are the drink of preference and fruit juice may be provided from time to time.

After School Care:

Afternoon tea is served at OSHC at approx. 3.10pm and a wide variety of foods are offered. Water is the drink of preference (and is always available to children at all times) and fruit juices and milk are provided from time to time. Our afternoon tea menu is displayed on our OSHC Noticeboard.

Please feel free to bring comments, concerns or suggestions regarding our Food and Nutrition Policy to the Coordinator.

If your child has an allergy, it must be noted on the *Family Registration Form*. All children who have allergies or special diets will be noted in our special needs folder for staff to access. This allows staff to plan an appropriate afternoon tea for these children.

All parents, children and staff members of OSHC must be sensitive to the needs of children who are at risk of anaphylaxis (i.e. life threatening severe allergic reactions to certain allergens). The most common allergen in children are nuts, eggs, milk, fish and other seafood.

It is never possible to guarantee, for example, a completely 'nut free' environment however, OSHC is an 'allergy aware' environment which encourages the use of pastes and spreads containing no allergens. OSHC will not use peanut paste or Nutella, or serve any form of nuts, for afternoon tea snacks.

Appropriate staff members hold a certificate in food handling and all OSHC food is prepared and stored in accordance with recommendations from leading food handling authorities. All food surfaces are cleaned and sanitised before and after food preparation.

STUDENTS, VISITORS and VOLUNTEERS

All visitors to OSHC are required to operate within our Philosophy and Policies.

Childcare students, visitors and volunteers may visit OSHC from time to time and they may be required to complete tasks pertaining to their particular course of study (including general observations of the service's operations and programs).

If individual child observations are required, parents will be informed and written permission sought prior to any observation taking place.

No student, volunteer or visitor will be left in charge of a group of children.

INCURSIONS

Incursions

OSHC will regularly make use of College facilities (particularly: the Outside covered basketball courts;

College Oval; Pioneer (Multi-Purpose) Hall; H1 Computer Lab; G1 Hospitality Centre, College Library and Playgrounds) in order to offer the best possible educational program. At all times the appropriate Staff:Child ratios are maintained.

CLOTHING

During most times under care of OSHC, children will be in college uniform and care will be taken to minimise damage to clothing. At times a particular sport or craft activity may be planned which runs greater risk of damage to clothing and, in these cases, parents will be given prior notice and alternate clothing may be provided.

All children, staff and volunteers must wear broad-brimmed hats that protect the face and ears when participating in outside activities and SPF 30 broad-spectrum water resistant sunscreen is available for all children in attendance. The brand of sunscreen supplied by the service will be clearly displayed for parents. If your child has their own sunscreen, please inform staff.

Children must wear shoes unless specifically directed by a staff member.

Children who are frequently troubled with personal hygiene and toileting needs will be requested to bring spare underwear (and, if necessary, outer clothing) to the service. Parents/guardians of children who require regular assistance with toileting may be requested to provide support to staff to ensure the situation is appropriately handled.

Please ensure all clothing is clearly named.

OUR PROGRAM

Annandale Christian College OSHC caters primarily for families enrolled at Annandale Christian College and, as such, operates on all ACC school days (excluding Pupil Free days).

OSHC staff are committed to high quality programs, which encompass the College's philosophies and the service's broad goals.

The program works within the *My Time, Our Place* framework for school-aged care in Australia. This framework focuses on five key outcomes:

- Outcome 1: Children have a strong sense of identity
- Outcome 2: Children are connected with and contribute to their world
- Outcome 3: Children have a strong sense of well-being
- Outcome 4: Children are confident and involved learners
- Outcome 5: Children are effective communicators

Programs are planned through observations of the children (in accordance with OSHC Quality Assurance and the National Quality Framework), daily evaluations, child interest, and child/parent surveys. The weekly After-school Care program is displayed on our OSHC noticeboard. The program is planned with structured and unstructured activities in conjunction with appropriate routines and a well-disciplined environment.

A typical day has the following structure:

Before School Care

| | |
|-----------------|--|
| From 7am | Service opens; Children signed in by an authorised person; and greeted by Staff on arrival |
| 7.00am – 8.00am | Breakfast |
| 7.00– 8.15am | Quiet Activities (Board games, reading, puzzles, manipulative toys etc) |
| 8.15am – 8.30am | Pack up and Prepare for the Day |
| 8.30am | Service Closes. Children signed out / Prep and Yr 1 children escorted to classes |

After School Care

| | |
|---------------|--|
| 3.00 – 3.10pm | Prep and Year 1 children are collected from class |
| 3.00-3.10pm | Children are greeted and signed-in / Sunscreen / Hand Washing |
| 3.10 - 3.40pm | Afternoon Tea / Pack Away / Hats / Daily program discussion |
| 3.40 – 5.15pm | Own-choice indoor games from a wide range of board games, puzzles, and other manipulative toys / Outdoor Activities / Art & Craft / Free Play and Homework |
| | Pack Up / Quiet Games / Occasional Movie |
| 6.00pm | Service Closes |

Activities that may occur as part of After-school Care include:

- Art and craft activities
- Music, movement and dancing
- Thinking and problem-solving games, puzzles, manipulatives and materials
- Dramatic play activities and indoor games
- Construction area
- Book corner
- Homework club
- Computer activities
- Physical play and outdoor games
- Multicultural activities

To ensure that its programs are effective to deliver the values, aims and objectives of the service, OSHC regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children. Parents are encouraged to be involved in the planning process by:

- Giving staff feedback of previous activities e.g. 'Ryan really enjoyed the cooking activity you did last week';
- Contributing their ideas or talents to the program e.g. coming in to read a story, playing a musical instrument etc.;
- Updating staff regularly on their child's interests;
- Contributing suggestions and comments verbally or via the Suggestion Box, surveys and parent information evenings.

PERSONAL EFFECTS

While children may enjoy bringing personal items from home to use at OSHC, this is strongly discouraged in line with the wider Annandale Christian College practice. In cases where personal belongings are brought, staff will take every care but OSHC will not accept any responsibility for damage or loss to any item.

For child safety purposes, children's mobile phones must be submitted to the Coordinator upon arrival to the service and collected upon leaving. Parents can make phone contact with their child/ren through the College or OSHC phones.

PAYMENT and FEES

The fee schedule that follows is based on an annual budget required for the provision of high-quality child care that is in keeping with our Philosophy, Goals, and Policies and Procedures. Parents/guardians will be notified of any changes.

FEE INFORMATION FOR 2019

Before School Care (per child)

Permanent Booking: \$15 per session (including breakfast)

Casual / Emergency Booking \$17 per session (including breakfast)

After School Care (per child)

Permanent Booking: \$19 per session

Casual / Emergency Booking: \$21 per session

Late fee After 6.00pm (per child)

\$5.00 per 5 minutes

Child Care Subsidy

Families may be entitled to claim Child Care Subsidy as a fee reduction provided by the Federal Government through Centrelink / DEEWR. Assistance is based on an income assessment.

The Coordinator cannot arrange for Child Care Subsidy unless parents provide birth dates and Centrelink CRNs for themselves and each child so that a CCS enrolment can be made. Attendances are forwarded to DEEWR each week online for each child. Parents can contact Family Assistance on 13 6150 to check your entitlement

Full fees (as outlined above) will be charged until the Coordinator is provided with all necessary CRN and birth dates and the Service is advised by DEEWR of the relevant rebate.

PAYMENT METHOD

Payment for all bookings is by direct deposit, cash or eftpos. Details of the College account number and BSB appear on your weekly statements. Cash or eftpos transactions can be made at the Administration building.

Families using casual bookings often find having an 'in credit' account, reduces the stress of ensuring payment is made prior to the provision of care.

Please contact our College Finance Officer, Mrs Lisa Regan, at finance@acc.qld.edu.au or 4725 2082 for further information.

A Record of Fee Payment is issued regularly to families detailing information as required by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR). All payments are recorded and receipted immediately.

This document should not be viewed as an account. It is the family's responsibility to make payments in advance as noted above.

Overdue Fees

The viability of OSHC relies on regular and on-time payment of fees. Please speak to the OSHC Coordinator immediately if you experience difficulty with fee payment.

Fees more than two weeks outstanding will result in registration being suspended until fees are cleared.

In the event that families default on payment and fees become 4 weeks in arrears, OSHC placement is automatically and immediately forfeited for the entire family.

BENEFITS

Child Care Subsidy (CCS)

The Child Care Benefit is a payment from the Australian Government made to eligible families to assist with the costs of child care. It is usually paid directly to approved Child Care Services to reduce the fees that eligible families pay.

To be eligible for CCS, parents must:

- be an Australian citizen, or hold a permanent visa, or hold a special category visa;
- have a child in your care who meets the immunisation requirements (or have an exemption);
- place your child in a CCB approved or registered Child Care Service (Annandale Christian College OSHC is a CCB-approved service); and
- have responsibility for the payment for the cost of your child care.

The amount of CCS parents receive depends on:

- income;
- the type of care used (approved or registered);
- the amount of care used;
- the reason care is being used; and
- the number of children parents have in care.

Child Care Management System

The Child Care Management System is a national system that brings all approved child care centres online. Annandale Christian College OSHC uses CCMS-registered software to record child, booking and attendance information. We report this data to the Department of Education, Employment and Workplace Relations (DEEWR) to allow calculation and payment of CCB reductions.

For OSHC to appropriately access CCMS we are required to collect parents' Customer Reference Numbers (CRN) and date of birth. It remains the parents' responsibility to register with the FAO.

BOOKINGS and CANCELLATIONS

OSHC attempts to cater for all families with regard to days needed for care.

Bookings are made on a permanent or on call/casual basis and are charged accordingly (at the rate outlined on [page 19](#)). We understand that some families work on rostered shift work and try to accommodate if at all possible.

All days allocated to a permanent booking will be charged to the Family Account at the advertised rate. (i.e. if ill; on holidays during term time; if picked up early by parent/guardian; or on parental/guardian's RDOs).

If we are told by gam o that day, we will not charge your account. Otherwise, the booking will be marked as absent. The Family Assistance Office (Centrelink) allocates CCS for 42 absence days per child per financial year to assist both OSHC services and families during these periods. (See the notes under Section Absences – Initial and Additional).

Casual / Emergency bookings may be booked in advance and must occur prior to 12 noon on that day of care by ringing or texting the Coordinator (0431 728 736).

No guarantees can be made as to whether a place will be available for 'on the day' bookings due to strict staff / child ratio regulations and our licensed capacity. Casual / emergency bookings made in advance may be cancelled, however 24 hour's notice is required or the full casual fee will be charged.

Cancellations

It is most important that parents contact OSHC to inform if there are any cancellations.

Parents/guardians wishing to permanently withdraw their child/ren from OSHC or wishing to change their status from permanent to casual must give two week's notice in writing to the Coordinator. If two week's notice in writing is not provided, a cancellation fee (equal to one week's permanent booking cost) will be charged.

ABSENCES – INITIAL and ADDITIONAL

Child Care Benefit (CCS) is paid for up to 42 absence days for each child per financial year across all CCS approved services (e.g. Long Day Car, Family Day Care, In Home Care and OSHC). Absence days are referred to as 'Initial 42 days absence' in the family assistance law.

Each child receives a new set of initial 42 absence days at the beginning of the financial year. These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). These absence days do not require supporting documentation. These absence days cannot be reported before a child has begun care or after a child has left care.

Additional absences may have Child Care Benefit (CCS) paid if supporting documentation is provided that indicates:

- an illness (with medical certificate);
- an outbreak of infectious disease when the child is not immunised;
- any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate); □ temporary closure of a school or Pupil Free Day; □ a period of local emergency; or □ exceptional circumstances.

Parents must ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

The OSHC Coordinator has the *CCS Handbook* available at the service that further details the definition of these absences if required.

Information about the number of absence days each of child has taken from care is included on each fee statement and is also available to parents online via the Centrelink website: www.centrelink.gov.au

OTHER IMPORTANT CONTACTS

GENERAL DEPARTMENTS

| | | |
|---|--------------|-----------------|
| Child Care Access Hotline | 1800 670 305 | 8.00am - 6.00pm |
| Department of Early Childhood Education and Care | 13 7468 | |
| (for information about Outside School Hours Care) | | |

HEALTH

| | |
|--------------------------|--------------|
| Immunisation Registrar | 1800 653 809 |
| Immunisation Information | 1800 671 811 |

COUNSELLING AND SUPPORT

| | |
|--|--------------|
| Lifeline | 13 11 14 |
| Poisons Information Centre | 13 11 26 |
| Women's Info link | 1800 177 577 |
| Relationships Australia | 1300 364 277 |
| Juvenile Aid Bureau | 3364 6801 |
| PPP Positive Parenting Program | 47999 000 |
| (Townsville Community Child Health Centre) | |

MANDATORY HEALTH EXCLUSION

| Condition | Exclusion of Person with Infection | Exclusion of Contacts |
|--|--|--|
| Chickenpox | Exclude until all blisters have dried. This is usually at least 5 days after the rash first appears in non-immunised children, and less in immunized children | Any person with an immune deficiency (e.g. leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded. Exclude any pregnant woman who is, or is presumed, to be susceptible. |
| Cold Sores | Not excluded if the person can maintain hygiene practices to minimize the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young) they should be excluded until the sores are dry. Sores should be covered with a dressing where possible. | Not excluded. |
| Conjunctivitis | Exclude until discharge from eyes has ceased. | Not excluded. |
| Cytomegalovirus (CMV) | Exclusion not necessary. | Not excluded. |
| Diarrhoea and/or vomiting (including: <ul style="list-style-type: none"> • Amoebiasis; • Campylobacter; • Cryptosporidium; • Giardia; • Rotavirus; • Salmonella; • Viral gastroenteritis • But not norovirus or shigella – see separate section) | Exclude until there has not been a loose bowel motion for 24 hours. Exclude staff whose work involves food handling until they have not had diarrhoea or vomiting for 48 hours. If there are more than two cases with loose bowel motion in the same centre or a single case in a food handler notify your nearest public health unit. | Not excluded. |
| Diphtheria | Exclude according to public health unit requirements. | Exclude according to public health unit requirements. |
| Enterovirus 71 (EV71) Neurological Disease | Written medical clearance is required confirming the virus is no longer present in the child's bowel motions. | Not excluded. |
| Glandular Fever (Epstein Barr Virus [EBV], mononucleosis) | Exclusion not necessary. | Not excluded. |
| <i>Haemophilus influenza</i> Type B (Hib) | Exclude until the person has received an appropriate course of antibiotics. | Not excluded. Contact a public health unit for specialist advice. |
| Hand, Foot and Mouth Disease. | Exclude until all blisters have dried. | Not excluded. |
| Head Lice | Although Qld Health indicates that exclusion is not necessary if effective treatment is commenced prior to the next attendance day, ACC policy and practice is to inform parents immediately so that a child with headlice is withdrawn asap to reduce the risk of further infection. | Not excluded. |
| Hepatitis A | Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice. | Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group. |
| Hepatitis B | Exclusion not necessary. | Not excluded. |
| Hepatitis C | Exclusion not necessary. | Not excluded. |
| Human Immunodeficiency Virus (HIV/AIDS) | Exclusion not necessary. | Not excluded. |
| Influenza and Influenza-like Illness | Exclude until well. | Not excluded. |
| Measles | Exclude for 4 days after the onset of the rash. | Immune contacts are not excluded. Susceptible contacts should be excluded until 14 days after the on-set of the rash in the last case occurring in the room or group. Immunosuppressed children or staff should be excluded (regardless of their vaccination |

| | | |
|-------------------------------|--|---|
| | | status) until 14 days after the onset of the rash in the last case occurring in the class or group. |
| Meningitis (Bacterial) | Exclude until well and appropriate antibiotics have been received. | Not excluded. |

| Condition | Exclusion of Person with Infection | Exclusion of Contacts |
|---|---|---|
| Meningitis (Viral) | Exclude until well | Not excluded |
| Meningococcal Infection | Exclude until appropriate treatment has been completed. | Not excluded |
| Molluscum Contagiosum | Exclusion not necessary. | Not excluded. |
| Mumps | Exclude for 9 days after onset of swelling. | Not excluded. |
| Norovirus | Exclude until they have not had any diarrhoea or vomiting for 48 hours. | Not excluded. |
| Parvovirus (Erythema Infectiosum, Fifth Disease, Slapped Cheek Syndrome) | Exclusion not necessary. | Not excluded. (Pregnant women should consult their medical practitioner) |
| Pertussis (Whooping Cough) | Exclude until 5 days after starting appropriate antibiotic treatment, or 21 days from the onset of coughing. | Contact a public health unit for specialist advice about excluding unvaccinated and incompletely vaccinated contacts. |
| Poliomyelitis | Exclude for at least 14 days from the onset of symptoms and case has recovered. Written medical clearance form from doctor or public health unit confirming the child is not infectious is required to return to child care/school. | Not excluded unless considered necessary by public health unit. |
| Ringworm, Tinea, Scabies | Exclude until the day after appropriate treatment has been commenced. | Not excluded. |
| Roseola | Exclusion not necessary. | Not excluded. |
| Rubella (German Measles) | Exclude until fully recovered or at least 4 days after the onset of the rash. | Not excluded. Female staff of child-bearing age should check their immunity to rubella with their doctor). |
| School Sores (Impetigo) | Exclude until the child/staff has received appropriate antibiotic treatment for at least 24 hours. Sores are not contagious if covered, or if the child has taken antibiotics for at least 24 hours. Weeping or crusted sores on exposed areas should always be covered with a watertight dressing until at least 24 hours post antibiotics commenced and for as long as practical. | Not excluded. |
| Shigellosis | Exclude until diarrhoea has stopped and two samples, taken at least 24 hours apart, have tested negative. | Not excluded. |
| Streptococcal Sore Throat (including Scarlet Fever) | Exclude until well and until antibiotic treatment has been received for at least 24 hours. | Not excluded. |
| Thrush (Candidiasis) | Exclusion not necessary. | Not excluded. |
| Tuberculosis (TB) | Written medical clearance is required from Queensland Tuberculosis Control Program confirming the child is not infectious to return to child care/school | Not excluded. |
| Typhoid, Paratyphoid | Exclude until diarrhea has stopped and two samples, taken at least 1 week apart, have tested negative. | Not excluded. |
| Whooping Cough – see Pertussis | Exclude until 5 days after starting appropriate antibiotic treatment, or 21 days from the onset of coughing. | Contact a public health unit for specialist advice about excluding unvaccinated and incompletely vaccinated contacts. |
| Worms | Exclude if loose bowel motions are present. | Not excluded. |

FOOTNOTES – Mandatory Health Exclusions

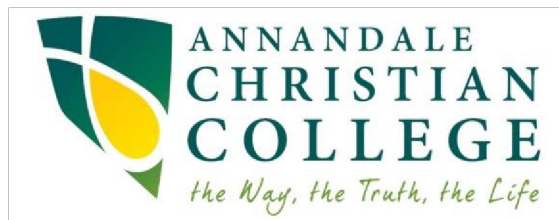
The definition of 'contacts' will vary with diseases and is sometimes complex. If concerned, contact your public health unit.

Diarrhoea: the definition is 'two or more consecutive bowel motions that are looser and more frequent than normal'.

Doctors should notify the public health unit as soon as possible if children or staff are diagnosed with: Diphtheria; Hepatitis A; Measles; Meningococcal Infection; Poliomyelitis; Rubella (German Measles); Tuberculosis (TB) or Typhoid.

Appropriate antibiotic treatment may vary between diseases.

Observing the exclusion period meets the intent of the *Public Health Act 2005* for a person not to be infectious.



relevant sections from **GRIEVANCE POLICY**

Annandale Christian College seeks to be a vibrant learning community under the Lordship of Jesus Christ, where all stakeholders (i.e. parents, students, staff and interested members of the wider local community):

- are valued as Christ's image bearers
- willingly accept their individual and collective roles and responsibilities within the college environment and
- actively pursue positive Godly relationships with all other members of the college community
- in order that all have the opportunity to serve, lead, teach, learn and achieve to their full potential.

In a school community conflict is an inevitable part of relationships, differences of ethos, opinion, practice and growth. Most conflict is minor and easily managed. Most conflict involves misunderstanding on the part of one or both parties involved.

For a dynamic community to operate effectively it requires transparency, trust, respect, dignity, understanding and communication. Power and control need to be avoided and replaced with respect for authority, justice and servant leadership. The most serious damage to a community is where there is a breakdown in effective communication. Often things that are not said cause long-term, festering problems. Equally, comments made in the heat of the moment can leave unresolved frustration and bitterness.

The resolution of all grievances needs to start from a perspective that is honouring to God. Not only what is done but also how it is done is vital. Damaging or destroying people because of motives such as revenge, bitterness, frustration and resentment does nothing to honour God or to love your neighbor. We need to speak the truth in love.

Biblical Principles underpinning Grievance Resolution at ACC

Ephesians Chapter 4 Verses 2 – 3 *Be completely humble and gentle, be patient, bearing with one another in love. Make every effort to keep the unity of the Spirit through the bond of peace.*

Matthew Chapter 18 Verses 15 – 17 Jesus said: *If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along so that every matter may be established by the testimony of two or three witnesses. If he refuses to listen to them take it to the church, and if he refuses to listen even to the church, treat him as you would a pagan.*

Romans Chapter 12 Verse 16 *Live in harmony with one another.*

The Role of the Principal

The Principal has the delegated responsibility to ensure policies and direction of the College Board of Directors are effectively enacted. The Principal is expected to fairly represent all the interests of the College community. The Principal is available to take representation from any stakeholder within the community or agencies and groups in the wider community. The Principal is not solely an advocate for any particular group or stakeholder. In the case of a grievance, the role of the Principal is to seek information (this includes being part of investigations), attempt to instigate productive dialogue and to rule on the matter. Hence, the need to seek the truth respectfully, act justly and respond with wisdom in an environment of appropriate transparency. This must always happen within the relevant industrial and legislative requirements.

In a College community, mistakes will happen as they do everywhere and it is imperative that people are free to acknowledge their mistakes and to grow from them. In this, we recognise that there are legislative requirements that do not allow for some matters to be resolved merely by consultation and seeking forgiveness.

In most events the final decision rests with the Principal.

The Role of the College Board

Because the Board has delegated the responsibility of running the College to the Principal, members only rarely become involved in grievance matters requiring their direct intervention. Where a parent member of the community feels that a grievance issue has been handled poorly, they may write to the Board through the Board Chairman, outlining in detail their concerns. The Board Chairman must then decide whether the matter needs to be investigated by the Board. This will normally be done after consultation with the Principal. If the complaint is a serious matter, especially made against the Principal, the Board Chairman would be required to raise the matter at the next appropriate Board meeting. If the issue involves matters covered by legislation or involves matters of the College vision and ethos then the Board Chairman should seek legal or industrial advice before raising it at the meeting.

Practical Procedures that follow

If you have a concern about, or complaint against, another person, the first step is to take it to the person directly and deal with it in a Christlike manner.

Grievance between Students

Students are encouraged to select a time and place when both parties feel calm and secure. Taking turns, each party will explain respectfully what they understand and how they feel about the situation. Students are expected to avoid openly discussing the problem with their peers or other students face-to-face or via electronic media because the aim must always be reconciliation rather than exacerbating or inflaming the conflict. 'Taking sides' and 'flow-on' conflicts must be avoided and, where it is apparent, the College will implement appropriate consequences.

In any circumstance where students are unable to resolve the grievance between/amongst them, the following staff members are available to assist a student or a group of students:

- Class teacher
- Care teacher
- Career Advisor
- College Chaplain

Where matters are not readily resolved with the help of these staff members, the matter should be documented and discussed with a more senior member of the Executive team (Head of Primary/Head of Secondary).

Where the matter is ongoing or serious, parents will be informed and involved in the process, and the matter brought to the attention of the Principal. Parents are welcome to be present at any interview with their child. They are not to be present when other students are being interviewed in matters of grievances. Parents must not make contact with other students, whether in school or out of school, without the permission of the Principal. The College will not release details to another family without the agreement of the other party.

In cases where the matter is serious, ongoing or complex, the issue and meetings are to be fully documented and kept on file. The final decision rests with the Principal.

Grievance between Student and Staff

If the issue is minor i.e. normal day-to-day differences of opinion, then the student should speak privately to the staff member and, taking turns, each party will explain respectfully what they understand and how they feel about the situation. In most cases, a resolution will be reached and the relationship between student and staff member restored. If the matter remains unresolved, the student may discuss the matter with another staff member from the list outlined above.

Where a student feels that their grievance is serious, they should normally discuss the matter with their parents/s. The matter may then be raised with the relevant staff member or a person in authority, either by the student or by the parent. The level of severity or previous discussions will normally determine to whom they should address their grievance.

Through any grievance procedure involving a student and a teacher, the student cannot refuse to attend classes taken by that teacher or refuse to cooperate with the relevant teacher. The student must obey all reasonable instructions. Where a student fails to respect the authority of the College or the individual teacher, they will be withdrawn from either the respective class or all lessons until the matter is resolved. This also applies to situations where a student refuses to comply with normal operational procedures, including issues of uniform and attendance.

In a grievance situation between student and staff member, it is not uncommon for the staff member to also feel that they have been grieved. This makes the issue of claim and counter claim complex.

Where a student (or their parent representative) wishes to proceed with a complaint, they should raise it with the relevant senior Executive. In this case the complaint must be in writing or minutes of the meeting be taken. This would allow the details to be discussed with the member of staff.

The expectation is that the student/parent will keep the matter confidential from other parents and students to ensure that the integrity of the staff member is respected and the authority of the College is maintained. Often a discussion with other members of a community is merely gossip and intended to harm a particular staff member.

In the case where the parent or student has a moral, ethical or religious objection to material studied at the College or activities conducted, then the matter should be raised with the Principal. Assuming that the issue does not contravene the College's Statement of Faith or enrolment contract all attempts will be made to resolve the matter through discussion. When a parent cannot accept the College's final ruling they have the right to permanently withdraw the student from the College.

Grievance between Parent and Staff Member

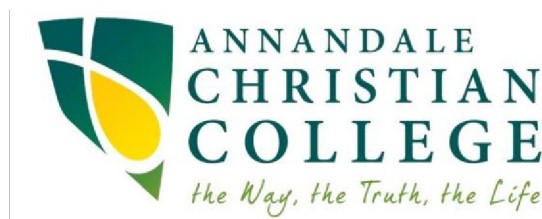
In most cases, the parent should make a mutually convenient appointment time with the staff member where issues may be addressed openly and honestly. It is important that the parent address the issue rather than attacking the staff member. If the parent feels intimidated or that they are likely to respond inappropriately, the parent can then raise the matter with a relevant person in the Executive.

Matters raised directly with the Executive must be in writing and may be referred to the relevant member of staff or the Executive member may deal directly with the matter themselves. The decision will be based on issues such as the experience of the staff member, evidence of other matters, the seriousness of the matter and how the parent is effectively able to respond to the matter.

Where a parent feels that the Executive member has not dealt with the matter appropriately they can contact the Board Chairman. The Board Chairman may decide to bring the matter to the College Board for discussion or engage in dialogue with the aggrieved parent.

Grievance between Two Families

Where there is a conflict between two or more families, the Principal is the final point of complaint. Normally the Principal will only intervene where the issue directly involves school hours or events (non-school related) that impact directly on the College. We would prefer to see parents resolve their normal differences as they would in any community situation.



COMPLAINTS AGAINST STAFF POLICY

(found in schedule 7 of the EBA)

1 Preamble

In the College, the Word of God and its Gospel guides all programs, activities and relationships. Positive relationships are valued and encouraged as a gift of God. We acknowledge that because of our human condition, relationships will at times become strained and disagreements or tensions will exist. In such situations, God's Word offers the following principles:

Love one another as I have loved you. (John 15:12)

Speak the truth in love. (Ephesians 4:15)

Go to the person to speak about the concern. (Matthew 18:15)

It is recognised that parents and students have a right to raise concerns they may have about staff and to have them addressed appropriately. Complaints should be handled objectively and with sensitivity, and not in a reactive or subjective manner.

The policy and procedures in this document are to ensure that complaints will be dealt with in a fair and transparent way, which gives account to the legal obligation of the College in relation to its duty of care to the student, but also guarantees procedural fairness and natural justice to the employee. In the absence of such a policy, the College is vulnerable to individual complaint and runs the risk of reacting in a resource-intensive way and being inconsistent in its treatment of individual complaints.

When there is a concern and parents or students feel the need to make a complaint, the first response should be to speak to the staff member involved. The biblical principles listed above should guide any approach and discussion. If this initial discussion does not lead to a resolution, then the formal processes outlined below should be followed.

Notwithstanding, all formal processes are guided by the biblical principles listed above, with the aim of a fair and just resolution for all parties involved.

This policy does not apply to allegations of sexual abuse or harm to children which are dealt with by the policies - "Child Protection Policy", the "National Safe Schools Framework".

2 Definitions

"Staff" or "staff member" refers to all employees of the College, volunteers who access the College, pre-service teachers on the practicum, pre-service teachers on internships and coaches / tutors who are in any way involved with the College and its students. "College" refers to Annandale Christian College

3 Objectives

- 3.1 The determination about whether there has been any unsatisfactory or inappropriate practice or action, as early as possible and in the fairest and most objective manner possible.
- 3.2 The implementation of any necessary changes designed to bring about better educational, pastoral or administrative outcomes, as appropriate.
- 3.3 The achievement of reconciliation between the parties based on open and transparent processes which afford both the staff member and complainant natural justice and procedural fairness.
- 3.4 The establishment of a renewed confidence in the staff/complainant relationship based on attempting to achieve an outcome where concerns have been aired, tested and, if demonstrated to have substance, agreed processes and procedures are implemented by the parties and reviewed over an agreed time line.

4 Purpose

4.1 While staff members, parents and students may from time to time raise concerns or complaints relating to a staff member, not all matters will need to be raised with the staff member concerned if, after initial investigation the matter proves to be unfounded, vindictive or the complainant is not prepared to follow agreed process in documenting their complaint. Complaints not raised with the staff member concerned at the time must not be relied upon in any further disciplinary proceedings or professional contexts. If a record of a complaint is to be kept in a personal file, the staff member must be informed of the complaint and provided with documentation stating the matter was investigated and it had been determined the staff member had no case to answer.

However, where, in the professional judgement of the Principal or other Senior Staff member, there is a need for a complaint to be addressed or acted on, or it is in the best interests professionally or educationally, the staff member must be informed of the complaint in writing.

4.2 Staff are entitled to know the details of the complaint against them, including the name of the person raising the complaint, the specific details of the complainant be given the opportunity to respond prior to any action being taken in response to the complaint.

It is a denial of natural justice for the name of the complainant and the details of the complaint to be withheld from the staff member concerned. Such withholding of key information does not afford the staff member an appropriate and adequate opportunity to respond to and address the complaint.

4.3 Where it is intended that there is to be a meeting of the staff member concerned with the Principal, parents/students or other appropriate staff in relation to the complaint, the employee concerned should be told, in writing and with at least 24 hours notice, the purpose of the meeting and who will be attending the meeting.

The staff member concerned must be given the opportunity to be accompanied by a support person of their choice, who may be a union representative.

4.4 The staff member concerned should be involved in discussions about the resolution of the concern and any actions arising from the complaint, especially where this involves commitments/correspondence to the complainant.

5. Communication of the Policy

5.1 The policy includes procedures which shall be communicated to all staff members, students and parents.

5.2 Communication shall be effected by inclusion of the policy in the orientation process of staff members and students, the Staff Handbook, the Student/Parent Handbook and the College website.

5.3 All staff shall sign a written acknowledgment of receipt of this Policy and their understanding and intention of compliance with the policy.

6. Procedures

6.1 Initial contact with the College

A staff member, parent or student may at any time contact the Principal of the College in relation to any complaint, however such contact will not alter the procedures laid out in this policy.

6.2 Procedures for the Handling of Complaints

6.2.1 Level 1 – The initial level

An initial verbal investigation is made by the Principal in an informal manner. In most instances, initial informal discussions lead to improved understandings, better working relationships and agreement for changed work practices. It is a professional expectation of all staff in Annandale Christian College that understanding the viewpoint of all persons involved in an issue, including that of the person who has made the complaint is paramount and therefore deserves the time, and energy to work to create an outcome that fosters better relationships within the community. As a matter of good practice, notes should be kept of such informal discussions as well as any agreed outcome. When all methods of resolution have been attempted but a suitable outcome cannot be reached, or if it is of a more serious nature, then the next stage - Level 2 is followed.

6.2.2 Level 2 - The formal process

The complaint is required in writing and the procedure detailed in 6.3 is followed.

6.3 Redirection to Teacher / Staff Member Concerned

6.3.1 Provided that the complaint does not relate to allegations of serious misconduct of sexual, physical or emotional abuse, the parent or student (if appropriate) who has made the complaint should, in the first instance, be requested by the Principal or other Senior staff member who receives the complaint, to submit the complaint in writing, providing sufficient detail for the staff member to understand the nature and context of the complaint.

6.3.2 If the complainant is unable by reason of their age or other inability to commit the complaint to writing, then the person who receives the complaint must record the particulars of the complaint in writing on the person's behalf.

6.3.3 Where, in the professional judgement of the Principal or appropriate Senior staff member who has received the complaint, there is a need for a complaint to be addressed, the staff member concerned must be informed and involved.

6.3.4 The staff member should then be given the opportunity to respond in writing if they choose to the written complaint. The Principal should meet with the staff member, providing at least 24 hours notice of such a meeting and offering the opportunity for the staff member to arrange for a support person to also attend. The Principal should arrange for scribing support to document the discussion. The meeting can either follow the matters raised in the staff member's written response, or the Principal may determine the matters for discussion from the written complaint. This meeting allows for a verbal discussion to ensure that the process of natural justice occurs and to determine whether resolution in accordance with the Objectives of this policy can be achieved.

6.4 Further Discussion Necessary

If, following the procedure adopted in 6.3, the complainant does not feel the matter has been resolved, the complainant should raise the concern with the Principal or other Senior staff member (as appropriate), and the Principal or Senior staff member will either:

- (a) Discuss the matter further with the complainant and, where the concern is based on misinformation, misunderstanding or is vexatious or misconceived, clarify the matter with the complainant. In this instance, the staff member concerned should be informed in writing that the complainant further discussed the matter with the Principal or Senior staff member (as appropriate) and the outcome of the Principal's discussion with the parent or student; or
- (b) Discuss the matter further with the complainant and, where the Principal (or other Senior staff member, as appropriate) forms the view that the concern is not vexatious nor misconceived, nor based on misinformation/misunderstanding, will discuss the concern with the staff member concerned.

Such discussions, meetings and actions arising out of the complaint should be carried out in accordance with the principles outlined in the Preamble and Objectives sections of this Policy.

6.5 Mediation

If after the procedural steps in paragraphs 6.2.1 and 6.2.2, the matter of complaint remains unresolved to any party or should matters of disagreement or interpretation be unable to be resolved, the parties shall undertake mediation according to the following procedures:

Where mediation is required the College must appoint a mediator (at its cost) agreed to by the parties involved or failing agreement, a qualified mediator listed by Christian Education National will be appointed.

The parties must observe the instructions of the mediator about the conduct of the mediation.

The mediation procedure is confidential and neither party can use as evidence in court proceedings any discussions between the parties and the mediator.

- (d) If the mediation process has been completed and resolution has not been achieved then the decision as to whether any further action should be taken in relation to the complaint shall be solely in the discretion of the Principal.

6.6 Undertaking

Staff members against whom complaints are made undertake to not victimise or seek retribution against any complainant or student of any complainant because a complaint has been made.

6.7 Confidentiality

Confidentiality is a major issue in the handling of complaints. Confidentiality shall be maintained at all stages of the complaint procedures with communication limited to those people who need to be informed in order to resolve the complaint. This does not exclude the staff member from seeking counsel and advice from relevant support structures.

The identity of the person reporting the matter should not be revealed to any third party without the complainant's consent, unless it is required to be disclosed by law or is required for the purposes of 6.7(c).

This does not prohibit either party from seeking statements or evidence from people who might provide further evidence about the matter which is the subject of the complaint.

6.8 Record Keeping

Records of the complaint, the process for handling the complaint and any outcomes should be kept. Where the complaint is found to be vexatious or based on misinformation, etc, any record pertaining to the complaint or handling of the complaint should be kept in a file separate from the staff member concerned and the student.

Where a complaint is addressed or acted on, a copy of any reports related to the handling of the complaint must be given to the staff member concerned. Staff members must have access to the files kept on them by the College.