

**OUT OF SCHOOL  
HOURS CARE  
SERVICE**

**POLICY**

## **1. Service Philosophy**

To provide a safe and stimulating environment in which primary school children can play and relax before / after school, and on Curriculum Days. The service will provide programs which focus on development, social and recreational activities appropriate to the needs of the children.

## **2. Service Objective**

To provide a safe and stimulating environment in which children will be cared for while their parents work, study or seek work, or for parents who wish their children to have access to a range of activities and opportunities for them to play with children of their own age. Access to the programs at the Service can either be on a permanent or pre booked casual basis.

### **3. Rationale**

The establishment of this service was a consequence of a perceived need for child care for school aged children after school in the absence of any other form of structured after school care within the Brunswick East area. This perceived need was confirmed by the results of a survey completed by parents of children attending Brunswick East Primary School.

The service will offer a maximum of 45 places for its After School Care and Curriculum Day Care programs and 15 places for its before School Care program except in the case of special events in which case these numbers may be higher with the appropriate extra staff, and will provide care from 7.00 a.m. to 8.45 a.m. and 3.30 p.m. to 5.45 p.m. each school day and from 8.00 a.m. to 5.45 p.m. on days designated by the school council as Curriculum Days. Prep care will be provided where appropriate in term 1.

#### **4. Structure**

The running of the service is with the approval and support of the Brunswick East Primary School Council. The Out of School Hours Care Committee (O.S.H.C.) is a sub-committee of School Council consisting of Principal, Co-ordinator and a minimum of 2 School Councillors plus 2 co-opted parents or interested users.

The management committee shall be responsible for the day to day running of the service. The management committee shall elect a chairperson, secretary and treasurer annually within the first month of term 1.

The management committee is responsible for providing any reports or information as is required by the Office of Preschool and Child Care, the Commonwealth Department of Health & Family Services, the City of Moreland and School Council when requested.

Committee meetings will be held no less than once per month during school term time and will be open to all interested parents or members of the local community regardless of whether or not they are members of the committee.

The management committee will undertake to communicate regularly with parents and the local community through the school newsletter, O.S.H.C. bulletins and children's newsletter.

The service will be staffed by a Co-ordinator and staff on a ration of 1:15. Special need children will be staffed on a specified basis.

The Co-ordinator reports to the Management Committee.

## **5. Enrolment**

### **5.1 Eligibility:**

Any primary school age child will be eligible to attend the service.

### **5.2 Priority:**

Priority for enrolment will be given to children attending Brunswick East Primary School, with priority also given to children whose parents require the service for child care whilst they are working, seeking employment or studying. Priority can also be given at the Committee's discretion with consideration being given to families with special needs.

### **5.3 Registration:**

A registration form must be completed for each child before they are permitted to attend the program. The registration form will contain details including family doctors name, emergency contacts if the parents are not available, a medical consent authorising the Co-ordinator of the Out of School Hours Care Program to call a doctor and / or ambulance if required, any relevant medical history, the names of people authorised to collect the child/ren and any legal requirements regarding custody of the child/ren. Where custody situations change it is the responsibility of the parent to directly notify the Out of School Hours Care Co-ordinator. The registration form need only be completed annually or if circumstances relevant to the registration form change.

### **5.4 Enrolment Procedure:**

Enrolments in the program must be made on the appropriate form and can be made per term on a permanent basis or on a casual basis. Enrolments should be made at least 7 days prior to the date required to assist with program planning. Telephone bookings will only be accepted in an emergency.

Where required, children will be placed on a waiting list in order of receipt of enrolment form and in accordance with the priority of access as outlined in this policy.

### **5.5 Parent Obligations:**

It is the parents obligation:

- \* To ensure that all bookings are made in accordance with these policy guidelines;
- \* To notify the service by 3.00 p.m. if their child/ren booked to

attend the service will not be attending;

- \* To familiarise themselves with the service and to advise staff in writing if they do not wish their child/ren to participate in a particular program activity;
- \* To notify the service of any ailments their child/ren may have contracted that is likely to be detrimental to the health of the other participants;
- \* To notify the program of any changes that may have occurred to the details included in the Registration Form.
- \* To collect child/ren no later than 5.45 p.m. or make other arrangements for the child/ren to be collected by 5.45 p.m. and to ensure that child/ren are collected only by those people nominated on the Registration Form; (see 9.8).
- \* To ensure that the attendance book is signed at the time of collection of their child/ren; and drop off time in the Before School Care Program and Curriculum Day Care.
- \* To ensure that their child/ren are aware of arrangements for child care after school and to ensure that their children understand that they must proceed directly to the After School Care Program when school is dismissed.
- \* To ensure that fees are paid in line with this policy.
- \* To ensure that their child/ren conform to the standards of behaviour as directed by the staff, with the possibility of further participation in the program being denied if these standards are not adhered to. The O.S.H.C. follows the school discipline policy.

## **6. Payment of Fees**

### **6.1 Availability of Childcare Assistance:**

It is the policy of this service that all users, and potential users of this service are informed of the availability of, and the means of obtaining, the Federal Government childcare Assistance.

O.S.H.C. users will be supplied with Childcare Assistance forms to fill in and forward to Centrelink. Centrelink will provide the school with a Childcare Assistance Notice. These notices from Centrelink will be securely stored by the program.

Where a family is eligible for Childcare Assistance, fees will be discounted from the time the appropriate documentation is provided otherwise full fees will apply.

### **6.2 FEE SCHEDULE:**

6.2.1 The fees set out in the schedule are full fees according to income levels. Parents will have their childcare assistance deducted from their total bill and Centrelink pays the O.S.H.C. Service the childcare assistance fortnightly.

6.2.2 From the start of the year a registration fee of \$20 will be charged; this will be discounted off the final invoice.

### **6.3 PAYMENT OF FEES:**

6.3.1 All fees will be invoiced fortnightly.

6.3.2 Accounts will be issued on every second Friday and payment will be expected (at the latest by the following Friday).

6.3.3 Where payment has not been made by this time a late fee of \$20 will be imposed.

6.3.4 In cases where fee arrears are let go beyond two weeks the O.S.H.C. committee will notify the parent in writing that the service will no longer accept responsibility for their child until the debt is cleared. In cases of financial hardship the Committee in consultation with the Co-ordinator and School principal may extend the period for payment.

6.3.5. FEE REVIEW: fees set by the Committee will be reviewed on a term basis based on overall financial performance of the O.S.H.C. Program.

### **6.4 BOOKINGS: PARENT OBLIGATIONS**

6.4.1 The expectation is that parents will book permanent sessions.

6.4.2 Additional sessions must be booked a week in advance. This is vital for staffing the program.

6.4.3 Genuine emergencies will be treated on their merits.

6.4.4 Where a child will not be attending due to illness or other reasons parents are obligated to notify the Co-ordinator (7.00 a.m. - 8.45 a.m. or 3.15 p.m. - 6.00 p.m.). At other times a message can be left at the school office.

**6.5 Late Collection of Children:**

- 6.5.1 A late fee will be introduced after a warning.
- 6.5.2 The late collection fee will reflect the cost of staffing the program.
- 6.5.3 The penalty will be set at \$2.50 for each child per every 5 minutes after 6.00 p.m.
- 6.5.4 Penalty fees may be waived in exceptional circumstances by the O.S.H.C. Committee.

**6.6 Banking:**

Banking of any fees collected must be carried out regularly, and will be the responsibility of the Co-ordinator / Bursar. Cash to be left in an alarmed and secure area in the school.

**6.7 Fees Schedule:**

The fees set out in the schedule are full fees according to income levels. Parents will have their childcare assistance deducted from their total bill and Centrelink pays the O.S.H.C. program the childcare assistance fortnightly.

The proposed schedule is:

SERVICE	Session Fee
BSC	\$4.50
ASC	\$7.00
CDC	\$15.00

For Clients eligible for CA the following tables set out the likely discounts for various income levels;

**One Child In Care, Based Upon Annual Income Levels**

Service	Full Fee	< \$27,000	\$52,000	\$70,000
BSC	\$4.50	\$1.67	\$3.50	\$4.50
ASC	\$7.00	\$3.36	\$5.72	\$7.00
CDC	\$15.00	\$2.54	\$10.56	\$15.00

**Two Children In Care, Based Upon Annual Income Levels (each child)**

<b>Service</b>	<b>Full Fee</b>	<b>&lt; \$27,000</b>	<b>\$52,000</b>	<b>\$70,000</b>
<b>BSC</b>	<b>\$4.50</b>	<b>\$1.42</b>	<b>\$2.96</b>	<b>\$4.00</b>
<b>ASC</b>	<b>\$7.00</b>	<b>\$3.04</b>	<b>\$5.02</b>	<b>\$6.48</b>
<b>CDC</b>	<b>\$15.00</b>	<b>\$1.44</b>	<b>\$8.19</b>	<b>\$13.27</b>

**Three Children In Care, Based Upon Annual Income levels (each child)**

<b>Service</b>	<b>Full Fee</b>	<b>&lt; \$27,000</b>	<b>\$52,000</b>	<b>\$70,000</b>
<b>BSC</b>	<b>\$4.50</b>	<b>\$1.32</b>	<b>\$2.49</b>	<b>\$3.38</b>
<b>ASC</b>	<b>\$7.00</b>	<b>\$2.91</b>	<b>\$4.41</b>	<b>\$5.56</b>
<b>CDC</b>	<b>\$15.00</b>	<b>\$0.96</b>	<b>\$6.17</b>	<b>\$10.10</b>

## **7. Administration**

### **7.1 Attendance Register:**

An attendance register must be maintained by the Co-ordinator to record the names of children enrolled to attend each session, and the names marked off when the children arrive. The register must be signed by the parent or nominated person, at the time of dropping off /collection of the child/ren.

### **7.2 Maintenance of Records:** Custodial, medical details, emergency contacts.

The Co-ordinator is responsible to ensure that a registration form is completed fully by the parent or guardian for each child prior to a child being eligible to use the service. The registration form must include details including any custodial arrangements, medical details and authority to obtain medical assistance if required, and emergency contact details. Immunisation forms will be required by the service as a condition of parents accessing Childcare Assistance.

### **7.3 Accounts**

#### **7.3.1 Fee Collection and receipts:**

The Co-ordinator will be responsible for keeping records of the children enrolled to use the service, and to collect and record the payment of fees and issue receipts for each payment.

The Co-ordinator will be responsible for providing the treasurer with a record of money received and the money to be banked no less than once per week. In the case of fee arrears, the Co-ordinator is required to notify the committee of any fees that are overdue by two weeks.

#### **7.3.2 Petty Cash:**

Petty cash will be issued to the Co-ordinator at the discretion of the committee for the purpose of purchasing small items required for the day to day running of the service. Where petty cash is issued, the Co-ordinator is required to provide details of all money spent at least once per month. Where possible, all purchases should be made designated by the committee and where an account system is in operation. The Co-ordinator is required to provide details of all expenditure to the committee at least once per month.

#### **7.3.3 Budgets:**

A projected budget is to be developed at the commencement of each school year, and actual expenditure must be compared to the projected budget at the end of each term.

Where there is any significant difference between the projected budget and the actual expenditure, the budget must be reviewed with regard to expenditure and income from fees.

#### 7.3.4 Financial Records:

Appropriate financial records will be kept by the treasurer and an audit will be carried out at the end of each year.

#### 7.3.5 Records that must be kept:

- \* Enrolment / registration forms
- \* Attendance records
- \* Records of fees owing / received
- \* Record of all money received and paid out
- \* Childcare Assistance worksheets
- \* Quarterly Childcare Assistance claims
- \* Immunisation forms
- \* Childcare Assistance Application forms
- \* Waiting list for service (if any)

#### 7.4 Workcover, Superannuation and Taxation:

The payment of Workcover, Superannuation and Taxation will be the responsibility of the employing body, the Brunswick East Primary School Council, with the service meeting the cost of these payments.

#### 7.5 Insurance:

Public liability, professional indemnity and accidental injury insurance is provided by the Directorate of Education.

#### 7.6 Reports:

The committee will prepare and submit reports as required by the Regulatory Authority (Quarterly, Half Year and Annual).

7.7 Other Reports:

The committee will prepare reports monthly and yearly for the School Council

## **8. Operation**

### **8.1 Hours of Operation:**

The hours of operation of the service will be -

Before School Care                    7.00 a.m. to 8.45 a.m.

After School Care                    3.30 p.m. to 5.45 p.m.

Curriculum Day Care                8.00 a.m. to 5.45 p.m.

during the school term, and on days designated as student free days by the school council.

Prep care will be provided where appropriate in term 1.

### **8.2 End of Term Early School Closure:**

On end of term early school closure days, the service will operate from the time of school dismissal until 5.45 p.m., at no additional charge.

## **9. Attendances:**

### **9.1 Priority of Access:**

If the situation arises where demand for child care places exceeds supply, available places will be allocated to families whose children have the highest priority.

#### **9.1.1 First priority:**

Children attending Brunswick East Primary School.

#### **9.1.2 Second Priority:**

Workforce participants where a sole parent, or both parents, are employed, seeking employment or studying / training for future employment.

- \* Care is to be for the period of employment / training;
- \* Evidence of employment or training may be sought.

#### **9.1.3 Third Priority:**

Those children or parents with a continuing disability or incapacity are to receive third priority.

- \* The committee must consider whether the disability gives rise to a need for child care and should ensure that the child will benefit from integration into the service; and
- \* The period of care required is to be carefully assessed and for respite or developmental purposes, should only be for the period reasonably required.

#### **9.1.4 Fourth Priority:**

Fourth priority will be given to children at risk of serious abuse or neglect:

- \* Children and parents can benefit from short term respite;
- \* Care is to be for a limited period only, during which time the appropriate Government Department would attempt to resolve the social or other circumstances leading to the child being at risk; and
- \* A limited period could involve a few weeks to cover a

particular emergency, or a restricted number of hours of care each week.

**9.1.5. Fifth Priority:**

Parents at home with more than one child below school age and sole parents at home receive fifth priority;

\* Care can be for regular short hours or on an occasional basis.

**9.1.6 Committee Discretion:**

The Committee reserves the right to grant priority at its discretion with consideration being given to families with special needs.

**9.2 Emergency Attendances:**

To aid program planning it is considered desirable to have permanent bookings. Casual bookings are to be made seven days in advance. However in the case of emergencies, late bookings will be accepted until 3.15 p.m. on the day required, or later at the discretion of the Co-Ordinator. No child will be permitted to attend the service in an emergency unless a Registration Form has already been completed and space is available.

**9.3 Recording Arrival and Departure Times:**

A record of the time of arrival of children to the program must be kept. The time of departure must also be recorded and the record signed by the person collecting the child/ren.

**9.4 Arrival at Service (Before/After/Curriculum Day Care Programs)**

All children enrolled to attend the After School Care program must proceed straight to the program after dismissal from the classroom. Children should be accompanied into the Before School Care Program or Curriculum Day Care Program by parents or carers.

**9.5 Children Leaving Program Unaccompanied:**

No child shall leave the After School Hours Care program or Curriculum Day unless accompanied by a person nominated on the Registration Form or by written or verbal advice.

Children must be collected from the program no later than 5.45 p.m.

Children leaving the Before School Hours Program leave the Service and join other supervised children in the playground.

**9.6 Collection Of Children From Service:**

If for some reason collection of children is delayed later than 6.00 p.m., the Co-ordinator should be telephoned and informed the predicted time of collection. Late fees may apply.

**9.7 Late and Non-collection of Children:**

In the event of late and non-collection of children where the service has not been notified of this, parents will be contacted and, if not available, the emergency contact will be contacted. If children are still not collected by 6.45 p.m. and parents and emergency persons are unable to be contacted, the children will be taken to the Brunswick Police Station.

**9.8 Non-authorized Collection:**

Children will only be released into the custody of a person nominated on the Registration form. In the case of an emergency, the Co-ordinator may release a child into the custody of a person not previously nominated on the Registration Form following telephone consultation with the parent or guardian or written consent.

**9.9 Non-custodial Parents:**

Children will only be released into the care of a person authorised on the Registration Form. In the case of non-custodial parents, the custodial parent must nominate the non-custodial parent on the Registration form before the child/ren will be allowed to be collected by that parent.

**9.10 Children at Risk When Collected:**

If the Co-ordinator is concerned that a child may be at risk when collected, the Co-ordinator may, at their discretion, contact the emergency contacts to arrange alternative collection.

**9.11 Non-attendance Of A Child With A Booking:**

Attendance at Before School Care and Curriculum Day Care is based on the child being signed in.

Where a child with a booking fails to attend the After School Service, the Co-ordinator must first check with the school that the child did attend school that day and had not left school for illness or other reason.

The Co-ordinator must then contact the parent or guardian to inform them of the absence of the child. If the parents or guardian are unable to be contacted, then the emergency contacts on the Registration Form should be

contacted. If neither the parents or guardians, or emergency contacts can be contacted, then the police must be informed that the child is missing.

**9.12 Unregistered Children On Premises:**

No child who has not previously been registered will be allowed to attend the service and the child remains in the care of the school and should be taken to the teacher on duty.

**9.13 Attendance At Program Of Children Without A Booking:**

Parents need to book at least 7 days in advance.

Children are to be discouraged from participating in the program without a prior booking. In the event of a child attending without a booking, the Co-ordinator should make every effort to contact the parent / guardian to seek permission for the child to attend.

The parent / guardian should be informed of the correct procedure for booking children into the program.

**9.14 Suspension / Exclusion Of Children:**

Where behaviour does not conform to the required standard of behaviour as directed by the staff, and despite attempts by the staff to modify this behaviour, further participation in the program may be denied. Any exclusion from the program for poor behaviour can only be done in consultation with the committee and as a last resort.

## **10. Staffing**

### **10.1 Employment Process:**

#### **10.1.1 Advertising:**

Positions will be advertised in The Age or Moreland Sentinel two weeks prior to a closing date for applications. Applications are to be in writing.

#### **10.1.2 Job Description / Duty Statement:**

A job description / duty statement will be prepared by the Committee and will be available to all applicants.

#### **10.1.3 Selection Criteria:**

A selection criteria for the position will be prepared and made available to applicants at the time of advertising the position.

#### **10.1.4 Selection Panel:**

The selection panel shall be comprised of two or more Committee members, and a representative of the employing body, and any other members at the discretion of the Committee.

### **10.2 Conditions Of Employment:**

Employment will initially be on a probationary basis for one term, after which the position will be reviewed by the Committee and extended to the remainder of the year. Following the initial probationary period, employment will be offered on an ongoing casual basis.

### **10.3 Payment Of Wages:**

Payment of wages shall be the responsibility of the employing body. Staff must present a time sheet of hours worked to the employing body before payment of wages is made.

### **10.4 Dispute Resolution:**

Dispute resolution shall be in accordance with the policy of the Directorate of Education for the resolution of employee disputes as may be in force from time to time.

### **10.5 Staff Review And Dismissal Procedures:**

In the case where performance is not in compliance with the job description, the Committee can require the member of staff to attend a Review Panel made up of Committee members and a representative of the employing body.

The Review Panel will notify the staff member of the areas of concern in writing one week prior to the meeting date.

At a meeting of the Review Panel the staff member will be given the opportunity to address the matters raised in the written notice.

The Review Panel shall have the discretionary power to caution the member of staff, or, if appropriate, to dismiss the member of staff.

#### **10.6 Accountability:**

The Committee is accountable to the Brunswick East Primary School Council.

The Co-ordinator is accountable to the Committee and is required to report to the Committee monthly, or more frequently if necessary.

The Assistant is accountable to the Co-ordinator.

#### **10.7 Emergency Staffing:**

Emergency staff will be employed when necessary if the staff are to be absent for sickness or any other reason. It is the responsibility of the Co-ordinator or the Assistant to arrange a relief worker if they are to be absent. The relief worker must be selected from a list compiled by the Committee.

Where either the Co-ordinator or Assistant is unable to arrange a relief worker, they are to contact the appropriate member of the Committee.

## **11. Facilities and Equipment**

### **11.1 Location Of Program Areas:**

The program will run within the grounds of the Brunswick East Primary School, in areas designated by the School Council.

### **11.2 Conditions Of Use:**

It is a condition of use that any facilities or equipment used by the Program is to be left in the condition in which it is found.

All facilities and equipment are to be used with care to avoid breakages where possible. It is the responsibility of the Program to make good any damages made to school property while being used by the Program.

\* **Keys:**

Keys to the areas used by the Program will be kept by the Co-ordinator, with a spare set kept in the School Office for use by relieving staff.

\* **Security:**

It is the Co-ordinators responsibility to leave the premises in a secure state as directed by the School.

### **11.3 Purchase And Storage Of Equipment:**

Purchase of required equipment will be made by the Co-ordinator in consultation with the Committee and within the constraints of the budget.

Storage of program equipment on the school premises will be in consultation with the school.

### **11.4 Maintenance Of Facilities And Equipment:**

The program undertakes to repair any breakages of facilities or equipment belonging to the school that can be attributed to other than normal wear and tear.

## **12. Health and Safety**

### **12.1 Procedures For Emergencies And When Children Are Ill:**

In the case of an emergency or when children are ill, the Co-ordinator will attempt to contact the parent / guardian, or if unable to contact the parent / guardian, will contact the nominated emergency contact person on the Registration Form.

Arrangements are to be made for the child to be collected from the Program as soon as possible.

Medical attention may be sought at the discretion of the Co-ordinator.

### **12.2 Administering Of Medicines:**

Administration of medicine will only be allowed with the written permission and directions of the parent / guardian. It should only be administered by the Co-ordinator. Medicines are to be kept in their original containers bearing their original label.

Verbal authorisation by the guardian for the administration of medication may be given in an emergency with written confirmation as soon as possible.

### **12.3 Record Keeping: medicine, injuries and illnesses -**

#### **12.3.1 Medication:**

The Co-ordinator must ensure that a medication book is maintained containing details of the guardian's authorisation, name of medication, dosage of medication to be administered, when it should be administered, dosage of medication administered to the child, when it was administered to the child, who administered the dosage and who checked the dosage administered.

#### **12.3.2 Injuries and Illnesses:**

In the event of an injury from an accident, the Co-ordinator must ensure that an accident report form is completed. The accident report form should contain details of the location and time of the incident, the nature of the accident and the parts of the body injured, the names of any witnesses, the leader in charge at the time of the accident, the action taken and any medical treatment given, and details of all occurrences leading up to and after the accident. The parent / guardian must be shown this report and should be requested to sign the report.

- \* One copy of the accident report form must be kept on file and the original is to be lodged with the sponsoring body.
- \* In the event of illness, an illness report form must be

completed with details including nature of the illness and action taken. Parents are requested to sign the illness report at the time of collection of the child.

#### **12.4 Contagious Diseases:**

Children with contagious illness shall be excluded from the program in line with school policy.

#### **12.5 Child Maltreatment:**

If the Co-ordinator suspects that a child is in danger of maltreatment, appropriate action should be taken as required by the law; this necessitates immediate or as early as possible communication on the issue with the Principal.

#### **12.6 Secure Storage Of First Aid Equipment And Dangerous Substances:**

The Co-ordinator must ensure that storage facilities which are secure and inaccessible to children are provided for cleaning materials, disinfectants, medicines, flammable, poisonous and other dangerous substances, tools, toiletries and first aid equipment.

#### **12.7 Appropriate Security For Children:**

Children shall not be permitted to be without adult supervision at any time. When children are playing outside they must be in sight of staff and within prescribed boundaries.

If there are any concerns regarding security, the Co-ordinator must notify the police immediately.

#### **12.8 Hygiene Procedures:**

Good personal and general hygiene should be practiced at all times by staff and the children encouraged to practice such procedures.

#### **12.9 Smoking / Consumption Of Alcohol And Illegal Drugs:**

Smoking / consumption of alcohol and illegal drugs on the premises used by the program is not permitted.

## **13. Program**

### **13.1 Program Planning, Development And Display Of Program At Venue:**

The Co-ordinator, in consultation with the Assistant will develop a program in accordance with the philosophy of the Program.

Programs should focus on developmental, social and recreational activities for the children that are appropriate for the ages of the children attending the Program.

The Program is planned at least one week in advance, and details of the program will be published in advance in the school newsletter. A copy of the current and forthcoming program will be on display at the Program venue.

### **13.2 Behaviour Management Technique:**

The program will adhere to the School Discipline Policy. Where significant issues/incidents occur the Co-ordinator will inform the Principal.

### **13.3 Provision Of Refreshments:**

Refreshments including food and drink will be provided to all children at the commencement of the After School Hours session.

Breakfast will be provided on request for Before School Care Program.

On Curriculum Day refreshments may be provided subject to the activities program operating on the day.

## **14. Evaluation**

### **14.1 How Often:**

An evaluation of the program with regard to the policy, philosophy and objectives will be undertaken quarterly by the Committee in consultation with the staff.

### **14.2 Documentation:**

Documentation of this evaluation shall be in the minutes of the Committee meeting, and the completion of any reports as required by the Handbook.

### **14.3 Action:**

Any action taken will be at the discretion of the Committee.

### **14.4 Utilisation:**

Where utilisation of the program is a concern, consideration will be given to alternative recruitment procedures and other promotional drives as appropriate.

If low utilisation continues to be a problem despite increased promotional drives, consideration will be given to the closure of the Program.

If the utilisation is too high the Committee will have to consider waiting lists, space, staffing and other strategies.

## **15. Advertising**

Service promotion will be active and ongoing, with regular bulletins to appear in the School Newsletter, including details of forthcoming programs.

Service promotion should also appear in the Information Booklet and O.S.H.C. Newsletter from time to time and all other school promotional material (e.g. brochures, newspaper advertisements, bill boards, signs). Any other service promotion should occur as appropriate.

## **16. Grievance Procedure**

### **16.1 Registration Of Significant Complaints / Concerns:**

Where complaint or concern regarding any aspect of the Service arises, or a complaint concerning the care, protection and safety of any child within the Service occurs, the Committee should be notified in writing, giving details of the complaint.

### **16.2 Process Of Dealing with Complaints:**

Where a serious complaint is received in writing, a meeting of the Committee Executive must be called within 48 hours to discuss the complaint. The Committee Executive may call on the complainant to provide further details. The Committee Executive may also call on the Co-ordinator and / or member of staff concerned, and / or any other persons or witnesses involved to also give further details concerning the complaint.

### **16.3 Outcomes Of Action To Be Taken:**

Having heard all the details of the complaint, the Committee Executive will take whatever action it considers appropriate for the resolution of the complaint.

The complainant will be notified in writing of the outcome.

## **17. Integration**

### **17.1 Access Of Children With Disabilities:**

It is the priority of this service to provide access to children with disabilities. However, the level of access may be determined by the committee, taking into consideration the special needs of the child, the availability of appropriate staff, the suitability of facilities of the service, and well being of other children using the service.

### **17.2 Application For Supplementary Service Grants:**

Where available, the Committee shall apply for Supplementary Service Grants (SUPS) to assist in the provision of appropriate child care for children with additional needs.

### **17.3 Support Groups:**

Each special needs child will have a support group that will set up conditions, support and programs. The support groups will be responsible for any evaluation requirements.

## **18. Access Of Neighbouring Schools**

Access of neighbouring schools will be encouraged in accordance with the priority process. Any travel or other additional costs associated with attendance at the Service are to be met by the parent / guardian or existing bus arrangements.

The Service will not be responsible for children travelling from other schools, and shall be deemed to be in the care of the Service upon arrival at the Service.

## **19. Closure Of Service**

The decision to close the Service will be made by the Committee in consultation with the sponsoring body, and may be based on low utilisation rates, financial reasons, or lack of interest in the school community to maintain the service.

No less than two weeks must be given to the school community in the school newsletter of any committee meeting called to discuss closure.

### **19.1 Consultation With OPCC:**

The Out of School Care Service may not cease to operate, or substantially change the service without prior agreement in writing of an authorised officer of the Regulating Authority.

### **19.2 Notification:**

Once agreement has been received from the Regulating Authority to close the Service, no less than two weeks notice shall be given in the School newsletter of the impending closure.