

Burnside Primary School Out of School Hours Care



Access to Service Policy

NATIONAL QUALITY STANDARD (NQS)

Quality Area 2: Children's Health and Safety		
Quality Area 7: Governance and Leadership		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
7.1	Governance	Effective leadership promotes a positive organisational culture and builds a professional learning community.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
165	Offence to inadequately supervise children
167	Offence relating to protection of children from harm and hazards
170	Offence relating to unauthorised persons on education and care service premises
99	Children leaving the education and care service premises
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures

RELATED POLICIES

Orientation with New Families Policy Enrolment and Orientation Code of Conduct Policy Family Communication Policy Privacy and Confidentiality Policy Interactions with Children, Family and Staff Policy	
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PURPOSE

Access for families and children to the Burnside Out of School Hours Care Service will be non-discriminatory. Children's access to safety and care at the Service will be ensured, and the custodial rights of parents/carers/guardians or authorised persons to access the service will be protected.

IMPLEMENTATION

Enrolments

- Enrolments will be accepted according to the Commonwealth Government's "priority of access" Guidelines. An enrolment form must be completed for each child.
- If a place is not immediately available at the service, the child must be placed on a waiting list. When a place becomes available, the family will be contacted by the Director and enrolment may proceed.
- Enrolment forms must be upgraded regularly or when a family's circumstances change to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to the information is available only to the director, OSHC educators and Australian Government Officers. It is the responsibility of the family to notify the service of any changes to family circumstances.
- Suspension or exclusion of children from the service will occur only after all avenues of communication and support have been exhausted and when:
 1. Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care, or
 2. A child puts one or more children or staff at risk through inappropriate/dangerous behaviour

Authorisation for Collecting Children-refer to the Burnside Primary School Collection of Children Policy

- The names and contact numbers of all people authorised to collect children from OSHC must be included on the enrolment form. Any changes to these must be advised in writing to the service by the custodial parent/carer/guardian or authorised person as soon as possible.
- If the custodial parent/carer/ guardian or authorised person arranges for an unauthorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child.
- If the service has not been notified and someone other than the custodial parent/guardian or authorised person arrives to collect the child, the Director/assistant Director will contact the custodial parent to get their authorisation. Wherever possible, prior notification in writing should be provided by the parent. The child will not be released until the custodial parent's authorisation has been obtained.
- If an unauthorised person is not known to the service, the custodial parent will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.
- In the case of a parent arriving at the service in a visibly intoxicated or otherwise unfit state to drive, to collect a child, the person will be encouraged to contact another adult to drive them and the child home or the service will offer to call a taxi. If the unfit person insists on taking the child, the Director/Assistant Director will call the police.

The Director/Assistant Director must ensure that:

A copy of all Court Orders in relation to residence and specific issues must be provided to the service upon enrolment or when obtained. These documents will be held at the service and treated confidentially.

It is the responsibility of the parents/carers/guardians or authorised persons to notify the service of any changes to Court orders as proceedings are finalised or an order is made.

Where no Court Orders are supplied to the service it will be assumed both parents have equal custody of the child and therefore both have access to the child.

In the event that a court Order is broken by a parent/carer/guardian or authorised person and they seek access to the child, the parent/carer/guardian or authorised person with custody entitlements will be contacted immediately. The educators will attempt to delay the parent/carer/guardian or authorised person from taking the child and the police will be contacted.

Parents/carers/guardians and authorised persons have a responsibility to ensure that:

The service is provided with a copy of all current Court orders in relation to their child.

The Director is notified if there are any changes to these orders as soon as they occur.

Late Collection

- Parent's /carers/guardians or authorised persons who are unavoidably detained and are unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent/carer/guardian or authorised person is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise of this arrangement, if other than an authorised person on the enrolment form.
- If the parent/carer/guardian or authorised person has not contacted the service and the child has not been collected by closing time, the service will attempt to telephone the parent/carer/guardian or authorised person, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection (see fees policy)
- If no one can be contacted and the child has not been collected 30 minutes after the service's normal closing time, the principal will be contacted and options will be considered including contacting police. A notice of this will be posted on the Service's door with relevant contact numbers.

Family Contact

Educators will communicate with families in a positive and supportive manner that encourages the parent/carer/guardian or authorised person to child relationship and the parent/carer/guardian or authorised person to educator relationship. Information about family issues and personal lives will be handled confidentially. Parents/carers/guardians or authorised persons will be treated equally and without judgement.

Parents/carers/guardians or authorised persons may have access to the Director at any reasonable time, (Monday to Friday 8.45am to 6.15pm) to discuss any concerns regarding their child. This may be on the spot, or by telephone or by appointment. Educators will not discuss with parents/carers/guardians or authorised person confidential information regarding any other child or family within the service.

Parents/carers/guardians or authorised persons may visit the service at any time while their child is in care.

Where a child attending the service is not living with both parents the child may be released to either parent unless there is a Court Order in place or the service is notified in writing.

Visitors to the Service

- All visitors to the service must make an appointment with the Director.
- Any unwelcome visitor/person will be calmly asked to leave. Refusal to leave will necessitate the Director calling the police for their removal.
- Professional access to the service will be at the discretion of the Director/principal. If it involves the children, the parent/carer/guardian or authorised persons written consent will be required. The only exception for this would be for children at risk.

References

Draft Quality Practices Guide for OSHC

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. (2009) *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*.

Kidsafe Victoria Road Safety <https://www.kidsafevic.com.au/road-safety/Kids> and Traffic Early Childhood Road Safety Education Program (NSW) NSW Government Centre for Road Safety. (2017):

REVIEW

POLICY REVIEWED	Term 3 July 2022	NEXT REVIEW DATE	Term 3 July 2025
MODIFICATIONS	List modifications to policy here <ul style="list-style-type: none">• Highlighting of instruction on how to deal with a parent arriving intoxicated or otherwise unfit to drive.• Grammar• Removal of information regarding Volunteers		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
ENDORSED BY GOVERNING COUNCIL: _____			