

# FAMILY HANDBOOK 2023

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## Introduction

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Laurimar Primary School would like to welcome you and your family to the Out of School Hours Care Service (OSHC). We have developed policies and procedures to ensure the Laurimar Primary OSHC service provides a safe, inclusive, diverse, fun, stimulating and engaging program for children.

Laurimar Primary OSHC is a licensed children's service that is required to work in compliance with the 'National Quality Standard for Early Childhood Education and Care and School Age. The National Quality Framework consists of:

- A national legislative framework that comprises the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011.
- A National Quality Standard that outlines guiding principles, quality areas, standards and elements for children's services providers to work by.
- An assessment rating system to measure the standard of care that is being delivered by the children's service.
- A Regulatory Authority in each State and Territory who are responsible for service approval, monitoring and quality assessment of services in their jurisdiction
- The Australian Children's Education and Care Quality Authority (ACECQA).

Laurimar Primary OSHC was assessed against all the elements of the National Quality Standard by a representative of the Regulatory Authority in 2018, and received the rating of Exceeding National Quality Standards. Parents/guardians and families will be informed about the continued assessment process. The current assessment rating is on display within the parent information section.

Laurimar Primary OSHC encourages suggestions and feedback about the service from parents/ guardians, families, children and the community about the operation of the program. Please take the time to read through the Family Handbook and use it as a guide to understand the operation and procedures of the OSHC service. If you have any questions or require assistance with enrolling your child or children into the program please do not hesitate to contact Laurimar Primary OSHC. We look forward to providing your child or children with a variety of fun, educational and stimulating activities and forming positive partnerships with parents/guardians, families and the school community.

## Staff

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**OSHC Manager, Nominated Supervisor:** Rowena Pearson

**High Intensity Initiative Program (HIIP) Manager:** Carlie Pearce

**Educational Leaders:** Ebony Pearce & Abbie Barnes

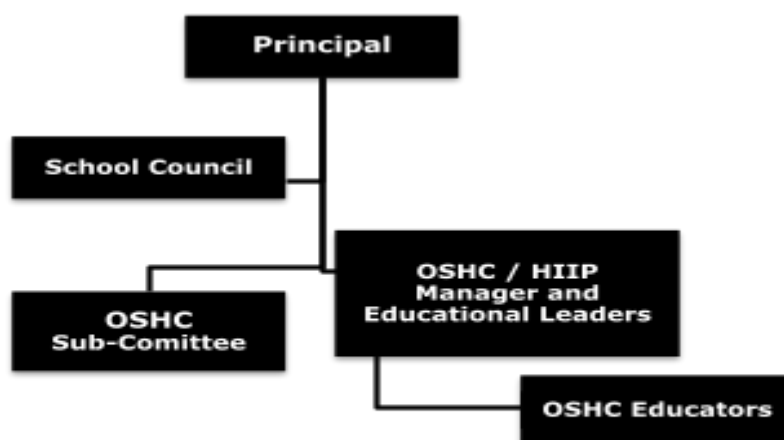
**Responsible Person in Charge:** Chloe Cornehl (RPIC)

## Management and OSHC Educators

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The operation of Laurimar Primary OSHC is managed by the Principal, who is the licensee representative of the service. The School Council has established an Out of School Hours Care Sub-Committee to help oversee the management and development of the OSHC program. The OSHC program has an Educational Leader who is responsible for the planning and implementation of the program.

The OSHC Manager/Educational Leader performs the administrative tasks required and is also responsible for invoicing families their accounts. The OSHC Educators work under the guidance and direction of the OSHC Manager and High Intensity Initiative Program Manager. Please refer to the flow chart below which outlines the management and staffing structure.



Laurimar

Primary OSHC is regulated under the Education and Care Services Regulations 2011 to employ OSHC Educators that have or are studying for an appropriate qualification. OSHC Educators are required to have current training in: Anaphylaxis Management; Asthma Management; CPR and Level II First Aid. OSHC Educators must hold a current Working with Children Check (WWCC). Laurimar Primary OSHC encourages OSHC Educators to attend professional development training sessions.

## Service Address and Contacts

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Laurimar Primary OSHC  
 Armidale Road, Doreen VIC 3754  
**Telephone:** 9717 6783  
**Email:** oshc@laurimarps.com

### Approved License Places:

The maximum number of children who may be cared for or educated by the service in:

Before School Care: 150 children  
 After School Care: 150 children  
 Holiday Program: 150 children  
 Pupil Free Day: 150 children

## Philosophy and Goals

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### Philosophy

Our service is committed to providing a high quality care program that demonstrates respect and understanding of the unique and various ways that children develop and learn. Children are encouraged to learn through play based activities and experiences at their own pace. Programming is reflective of children's current interests and provides opportunities to extend their development. Children's choice is actively encouraged and their right to relax respected.

We strive to provide a holistic environment for all children to grow, develop and maintain a sense of belonging, to feel confident, happy and safe. This is achieved in a stimulating, supportive and inclusive environment for each child and their family.

We are committed to upholding the eleven Child Safety Standards through regular reflection and training for all staff.

The practice of Laurimar Primary OSHC is guided by the 'My Time, Our Place' Framework for School Age Care In Australia.

At our service, we are dedicated to delivering a care program of the highest quality that exemplifies respect and understanding for the diverse and unique ways in which children develop and learn. We encourage children to engage in play-based activities and experiences at their own pace, fostering their natural inclination to learn. Our programming is thoughtfully designed to align with children's current interests and provide opportunities for their ongoing growth. We actively promote children's autonomy by encouraging their choices and respecting their need for relaxation.

Our primary goal is to create a holistic environment where every child can flourish, develop, and experience a sense of belonging. We prioritize their emotional well-being, striving to instill confidence, happiness, and a feeling of safety. By fostering a stimulating, supportive, and inclusive atmosphere, we aim to nurture each child and their family.

We hold ourselves accountable to the highest standards of child safety. Upholding the eleven Child Safety Standards is a core commitment, and we ensure regular reflection and training for all our staff to maintain these standards.

In our practice at Laurimar Primary OSHC, we are guided by the esteemed 'My Time, Our Place' Framework for School Age Care in Australia. This framework serves as our compass, providing comprehensive guidance on how to effectively support children in school-age care settings.

Overall, our philosophy centers on providing exceptional care, acknowledging children's individuality, and adhering to recognised frameworks and standards. Families can trust that our service is dedicated to creating an optimal environment for their children's growth and well-being.

## Goals and Principles

- Children are provided with opportunities to be challenged, encouraged to make choices and explore through play based learning.
- The service acknowledges, celebrates and accepts that all people are individuals and endeavours that an inclusive and equitable program is provided. Educators scaffold children's self-worth, perspectives, expectations, knowledge and skills; children's beliefs and cultures are celebrated and shared within the program.
- Provide a stable, warm environment that ensures children, families, staff and visitors feel welcome, relaxed and safe.
- OSHC Educators are valued members of a team, working in a professional manner and are respectful, approachable and friendly towards all children, families and colleagues. Staff beliefs are acknowledged and values are recognised towards a progressive practice for continuous quality improvement. Staff endeavour to recognise and be flexible in supporting the needs of the local community.
- All staff encourage positive behaviour and model thriving relationships.
- Collaborate with Laurimar Leadership and staff to provide consistency and community.
- Acknowledge the importance of the roles the local, wider and global community play in a child's values and beliefs. We actively seek to incorporate community events and activities within the program.
- Encourage the children and staff to participate in and establish sustainable practices through developing an awareness and respect of the environment.
- Ensure the environment of the service maintains the National Quality Standard in regards to the health and safety of all children and their families accessing the program. The service and program complies with the National Law 2010 and National Regulations 2011.
- At our service, we prioritise providing children with opportunities to be challenged, make choices, and explore through play-based learning. We recognize and embrace the uniqueness of each individual, and our aim is to create an inclusive and equitable program. Our dedicated educators support children in developing their self-worth, broadening perspectives, fostering expectations, acquiring knowledge and skills. Furthermore, we celebrate and share children's beliefs and cultures within our program.
- Creating a stable, warm environment is essential to us, ensuring that children, families, staff, and visitors feel genuinely welcomed, relaxed, and safe.
- Our OSHC Educators are highly valued members of a collaborative team. They uphold professionalism and exhibit respect, approachability, and friendliness towards all children, families, and colleagues. We acknowledge their beliefs and recognize their values, fostering a culture of continuous quality improvement. Additionally, we strive to be flexible in supporting the needs of the parent/carer

community.

- Encouraging positive behaviour and modeling thriving relationships is a shared responsibility among all staff members.
- We actively collaborate with Laurimar Leadership and staff to maintain consistency and foster a strong sense of community.
- We acknowledge the significant impact that the local, wider, and global community has on a child's values and beliefs. Therefore, we actively seek opportunities to incorporate community events and activities into our program.
- We encourage both children and staff to participate in and establish sustainable practices. Through developing an awareness and respect for the environment, we aim to instill a sense of responsibility and care.
- Ensuring the health and safety of all children and their families accessing our program is of paramount importance. We strive to uphold the National Quality Standard and Child Safe Standards within our service environment, adhering to the guidelines outlined in the National Law, National Regulations and Department of Education. Complying with these standards ensures a secure and nurturing environment for all.
- By combining these goals, principles, and commitment to child safe standards, we create an enriching and supportive environment where children can learn, grow, and thrive while feeling respected, valued, and safe.

## Program Induction

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Laurimar Primary OSHC will ensure that all new children attending the program are welcomed and their needs are nurtured and supported to help with a smooth transition into the program. Children will be introduced to all OSHC Educators at the service. Children already attending the program will be asked to help with the transition of new children into the OSHC service. All new children will be shown around the facility; where accessible play areas are, location of toilets, where to put bags and explained the routine and rules of the program. OSHC Educators will communicate with parents/guardians about their child's transition into the service. If you have any questions or require further information about the service please do not hesitate to contact the OSHC Manager / Educational Leader.

## Programs

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Laurimar Primary OSHC will offer a program that is accessible to all children attending Laurimar Primary School. Programs will be developed for most components of the service; After School Care; Holiday Program and Pupil Free Day Care. Before School Care is an opportunity for the children to ease into their day and partake in spontaneous play. The program aims to provide children with a variety of fun, flexible and stimulating experiences in a safe and nurturing environment. Children will be provided with opportunities

to participate in recreational activities that foster and enhance their emotional, physical, and intellectual development; to form positive partnerships and expand on their social interactions with their peers and OSHC Educators; to share their ideas and have an input to the program offered.

A weekly program of activities and menu will be on display for children, parents/guardians and families to view and give feedback on. The program will offer a balance of indoor and outdoor activities, quiet and rest time areas, facilitate children to complete homework and allow children to choose and participate in activities that they are interested in. The program offered is inclusive for all participants this includes children and families of cultural and linguistic backgrounds and children with additional needs.

Laurimar Primary OSHC will keep record of children's participation in the program by using photographs, video and written documentation for parents to see how their child is developing in the program. Parents/guardians will need to give consent on the enrolment record for the service to photograph and film their child participating in activities.

### **Parent/Guardian and Family Involvement**

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Laurimar Primary OSHC welcomes and values parent/guardian and family input; we recognise that culture and family values are the foundation of children's development. Laurimar Primary OSHC will embrace and incorporate feedback, ideas and resources offered by parents/guardians and families into the delivery of the program. Parents/guardians and family participation is fundamental to ensuring the service provides a high quality of care for your child or children. Parents/guardians will be invited to complete surveys as ways of gaining feedback. Feedback will be used to help OSHC Educators to plan program activities; to validate the content of the OSHC policies and procedures, the OSHC Family Handbook and OSHC Educators code of conduct. All feedback will be integrated into the service Quality Improvement Plan.

Parents and Carers are expected to demonstrate respectful behaviour towards staff at all times, as in line with the Parent Conduct Policy. Any complaints can be referred to any member of the Principal Class Team or the OSHC Nominated Supervisor/Manager, in accordance with the Department of Education and Training (DET) Grievances and Complaints policy.

Under no circumstances is a staff member to be required, or feel obliged, to liaise either face to face, in correspondence or over the phone with any person exhibiting violent, abusive or threatening behaviour.

In the case of OSHC services, the offending person will no longer be able to access the service via physical, verbal, or written means for an infinite period to be determined by the Principal. A relevant trespass order notice may be issued by the Principal and enforced by the Police, if deemed necessary. [Click here for the Parent Conduct policy](#)

## Hours of Operation and Fees

Session	Hours of Operation	Fees per Session
Before School Care	7:00am - 8:45am	\$18.50
After School Care	3:30pm – 6:30pm	\$23.50
End of Term 1,2,3	2:30pm – 5:30pm	\$23.50
End of Term 4	1:00pm - 3:30pm	\$23.50
Pupil Free Day	7:00am – 6:00pm	\$80.00
Vacation Care	7:30am – 6:00pm	\$80.00
Vacation Care (half day)	7:00am - 1:00pm or 1:00pm - 6:00pm	\$45.00

*\*Please note the service is not operational on public holidays. Fees were reviewed by the committee April 2023.*

### Annual Enrolment Fee

Parents/guardians and families who submit an enrolment form/re-enrolment form to Laurimar Primary OSHC will incur an Annual Enrolment Fee. Enrolments made in:

Semester 1 = \$29.00 per family

Semester 2 = \$14.50 per family

Split family accounts = \$14.50 per parent/guardian enrolment

### Late Pick Up Fee

A late pick up fee will be applied if children are not collected by a parent/guardian or authorised person by the service close time. A \$3.00 per minute charge will apply (per child) until the signout time. The Late Pick Up Fee is an additional charge that is not covered by CCS. Laurimar Primary OSHC asks that parents/guardians contact the service to advise that you are running late so we can inform your child.

If 3 or more late pickups occur within one term, the parent/guardian will be notified that any further late pickups (within that term), will consequently mean that the next OSHC session will be cancelled. When a parent is continually arriving late at the service to collect their child, the OSHC Manager/s will discuss other options of care with the parent.



### Absences/cancellations of booked sessions

Families are requested to contact the Service if their child is unable to attend a booked session.

- **Before School Care/After School Care**

All cancellations need to be made by close of one business day (6:30pm) before the booked session. Any cancellation made after this time will be charged as a *late cancellation* (usual session fee applied with CCS rebate if eligible), unless a medical certificate is provided.

- **Vacation Care** All cancellations need to be made by close of two business days (6:30pm) before the booked session. Any cancellation made after this time will be charged as a *late cancellation* (usual session fee applied with CCS rebate if eligible), unless a medical certificate is provided.

### “No Show Fee”

Parents should tell the service of their child’s inability to attend a booked session as soon as this is known. Fees are payable for non-notification.

In the event where a child does not attend a booked session and no notification is given, the normal session fee (CCS applied) is charged. A ‘No Show Fee’ is **also** charged (no CCS applied to the ‘No Show Fee’).

- Before Care No Show fee: \$9.00 per child in addition to your normal session fee
- After Care No Show fee: \$10.00 per child in addition to your normal session fee
- Vacation Care/Pupil Free Day No Show fee: \$12.00

If you ring to cancel before the booked session begins, you will be charged as a *late cancellation*, but will not have the no show fee applied.

If your child is absent from school please notify us on 9717 6783 or email [oshc@laurimarps.com](mailto:oshc@laurimarps.com)

### Walk – In Fee

An additional \$3.50 per child will be charged for any walk-in attendances, ie: if you bring your child/ren to before care without prior confirmation or if your child/ren arrives at aftercare without notification.

### Pupil Free Day

Laurimar Primary OSHC will provide care on nominated Pupil Free Days from 7:30am to 6:00pm. Parents/guardians will be eligible to claim reduced fees:-Child Care Subsidy (CCS) to cover the costs of pupil free day care. If Laurimar Primary OSHC cannot provide care on a Pupil Free Day due to minimal demand for care; parents/guardians who have registered interest for Pupil Free Day Care will not be charged a session fee.

### Vacation Care

The Holiday Program will operate during the school holidays and care will not be available on public holidays.

## Fee Structure and Accounts

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Laurimar Primary OSHC aims to provide parents/guardians and families with an affordable high quality care program. The service is Child Care Benefit Approved to help parents and families cover the costs of their child care fees. Fees for Laurimar Primary OSHC are set to cover the financial costs of the operation of the program and meet the projected budget for the service. Fees are subject to review and change. Parents/guardians and families will be given 14 days' notice of any changes to the set fees.

Fees are charged on a per session attendance per child. Children's attendance and non-attendances to the program are entered into a Child Care Management System (Kidsoft) approved software program; which calculates the child care usage fees for parents/guardians and families.

### Payment of fees

- Fees must be kept up to date on a weekly/fortnightly basis.
- Fees are set up using the OSHC Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account.
- Alternatively, payment can be made over the phone via EFTPOS by calling 9717 6783. It is the responsibility of the family to keep up to date with manual payments.
- Fees and charges associated with the direct debit system are outlined upon enrolment.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
- Families will be emailed with an invoice on a weekly basis for the previous week's bookings. The invoice will include details of the sessions of care provided, CCS rebate and the parent gap fee amount.
- The invoice is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation

*If accounts are not kept up to date within the fortnightly period, bookings may be revoked until the debt is cleared.*

## Enrolment Procedure

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We welcome and encourage parents/guardians and families to visit the OSHC service to meet with staff and have a look at how the program operates before enrolling your child or children into the service. Laurimar Primary OSHC is an inclusive program for all children enrolled at Laurimar Primary School. Families who are requiring care will need to complete a Laurimar Primary OSHC enrolment form before their child can attend the program. It is important that parents and families complete all required information on the enrolment form for each individual child. The service will comply with the Education and Care National Regulations 2011 in regards to confidentiality of all information divulged and attached to enrolment records.

Enrolment forms are completed online via the Kidsoft iparent portal. All information regarding the enrolment form link is available on the Laurimar Primary School website under the OSHC tab. A re-enrolment form must be completed each year. Enrolments for the following year will commence during

term 4. There is an annual enrolment administration fee of \$29.00 per family which must be paid at the time of enrolment into the program. Any non-Laurimar Primary School students accessing the Holiday Program will also incur the \$29.00 administration fee.

Before you submit an enrolment form please ensure that:

- All sections of the enrolment form are complete, signed and dated
- All nominated emergency contacts are reliable
- All details of persons authorised to collect your child are correct
- All medical, dietary and special needs information is current and attached to the enrolment form
- If your child is at risk of Anaphylaxis; the management plan is signed by your doctor and a photo (preferably colour) of your child is also attached to the plan
- If applicable a copy of any court orders relating to your child is also attached to the enrolment form

**Please remember that it is the responsibility of parents and families to notify Laurimar Primary OSHC of any changes to information in regards to your enrolment form.**

### Bookings and Cancellations

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Families must contact the Service if their child is unable to attend a booked session.

- **Before School Care/After School Care**

All cancellations need to be made by close of one business day (6:30pm) before the booked session. Any cancellation made after this time will be charged as a *late cancellation* (usual session fee applied with CCS rebate if eligible), unless a medical certificate is provided.

- **Vacation Care/Pupil Free day**

All cancellations need to be made by the close of two business days (6:30pm) before the booked session. Any cancellation made after this time will be charged as a *late cancellation* (usual session fee applied with CCS rebate if eligible), unless a medical certificate is provided.

### No Show Fee

Parents should tell the service of their child's inability to attend a booked session as soon as this is known. Fees are payable for non-notification.

In the event where a child does not attend a booked session and no notification is given, the normal session fee (CCS applied) is charged. A 'No Show Fee' is **also** charged (no CCS applied to the 'No Show Fee').

- Before Care No Show fee: \$9.00 per child in addition to your normal session fee
- After Care No Show fee: \$10.00 per child in addition to your normal session fee
- Vacation Care/Pupil Free Day No Show fee: \$12.00

If you ring to cancel before the booked session begins, you will be charged as a *late cancellation*, but will not have the no show fee applied.

If your child is absent from school please notify us on 9717 6783 or email [oshc@laurimarps.com](mailto:oshc@laurimarps.com)

Subject to Priority of Access, parents/guardians can nominate to book their child or children into Before School Care and After School Care on a permanent basis by emailing the OSHC office or by advising in person.

Parents/guardians can also use Before School Care and After School Care on a casual basis, subject to availability. Casual bookings can be made in person with any staff, over the phone or via email.

Bookings for the Holiday Program will open approx 5 weeks prior to the end of each term. Parents/guardians will need to complete and sign a Holiday Program booking form and return the form to OSHC for processing. Over the phone bookings will not be accepted.

### **Arrival and Collection of Children in the OSHC Program**

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It is a National Regulation that when children arrive at Before School Care or Holiday Program, that the time they arrive is recorded, as well as being signed into the OSHC service on the daily attendance record sheet by either a parent/guardian or a nominated authorised person. When children are collected from After School Care or Holiday Program, it is important to sign your child or children out of the program before leaving the premises. Laurimar Primary OSHC Educators will be responsible for signing children out of Before School Care and signing children into After School Care.

Laurimar Primary OSHC respects and values the transition of Prep children into the school environment. All Prep children attending the program will be assisted to their classroom at 8:45am by an OSHC Educator at the completion of Before School Care. An OSHC staff member will collect the Prep children who are booked in to attend After School Care from the Prep classrooms at 3:20pm and walk them over to the OSHC room. From Week 2 of Term 4, all Prep children will walk from Before School Care and to After School Care without OSHC staff.

OSHC Educators are not permitted to release children into the care of a person that is not listed as an authorised person to collect the child on the enrolment record. In the event that an unauthorised person arrives to collect a child from the service, staff will contact the child's parent/guardian or a nominated authorised person to confirm who is collecting the child and provide the contact details of the unauthorised person. The authorised person will be required to give verbal or email permission to the staff member.

### **Child Care Subsidy**

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Child Care Subsidy commenced on 2 July 2018. The Child Care Subsidy (CCS) is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference (gap fee) between the fee charged and the subsidy amount.

#### **Child Care Subsidy Eligibility**

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

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

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

There are three factors that determine a family's level of Child Care Subsidy. These are:

- [Combined annual family income:](#)
- [Activity test:](#)
- [Service type:](#)

It is important that parents/guardians provide their customer reference number (CRN) and date of birth as well as their child's CRN and date birth on the enrolment form so you can receive your CCS. If parents/guardians have other children enrolled in another child care facility, it is your responsibility to notify the OSHC Manager so the multiple children in care CCS percentages can be applied to your OSHC account.

Special Child Care Benefit (SCCB) is also available to families in times of financial hardship or at temporary risk. Please speak to the OSHC Manager for further information.

Please note, to be eligible to receive CCS you must be registered with the Family Assistance Office. For further information about CCS eligibility you can contact the Family Assistance Office on 13 61 50 or go to [www.familyassist.gov.au](http://www.familyassist.gov.au).

### Priority of Access

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Laurimar Primary OSHC is a child care benefit approved service that must comply with the funding agreement as defined by the Department of Education Employment and Workplace Relations (DEEWR). The Australian Government offers child care subsidy to fees, to help meet the needs of families accessing child care services. Sometimes the demand for child care can exceed the availability of child care places, therefore it is important that Laurimar Primary OSHC allocates places for enrolled families with the greatest need for child care support.

DEEWR have Priority of Access Guidelines for allocating places in these circumstances. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal or Torres Strait Islander families

- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Further details are available at [www.mychild.gov.au](http://www.mychild.gov.au) and in the Access to Service Policy in the Laurimar Primary OSHC Policy and Procedure Manual.

## Confidentiality and Privacy

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Laurimar Primary OSHC service will work in compliance with the:

- Education and Care Services Act 2010
- Education and Care Services National Regulations 2011
- Privacy Act 1988 Amendment – December 2001
- Health Records Act 2001
- Freedom of Information Act 1988
- Child Care Service Handbook 2011-2012

Laurimar Primary OSHC will ensure that all private and confidential records of information divulged about children, parents and families are stored in a safe and secure place. All private and confidential information will only be accessed by nominated persons who have authority in order to fulfil their responsibility of duty of care. Please refer to the Laurimar Primary OSHC Policy and Procedure manual for further detail.

## Supervision of Children

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Laurimar Primary OSHC is legally responsible under the Education and Care Services Law Act 2010 and the Education and Care Services National Regulations 2011 to ensure that all children attending the OSHC service are adequately supervised at all times. Laurimar Primary OSHC will ensure the OSHC Educator to child ratio 1:15 is covered in accordance with the Education and Care Services National Regulations 2011. The role of the OSHC Educator is to guide and supervise activities whilst maintaining positive interactions with children. Students, visitors and volunteers at the service must be accompanied by an OSHC Educator at all times whilst they are on the premises as they are not included as part of the OSHC Educator to child ratio.

## Court Orders

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Laurimar Primary OSHC will work in compliance as required by law to abide by any existing court orders regarding any child enrolled into the service. All information contained in the court order will be kept confidential and stored in a secure place. Only authorised persons and authorities will access such information.

Where there are court orders in relation to the child; parents/guardians will need to produce to the OSHC Manager the original copy of the order to sight as well as attach a copy of the current court order to the

child's enrolment form. It is important that the OSHC Manager is informed and provided with updated information regarding children and court orders to liaise with and update OSHC Educators.

### **Children's Health and Safety**

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Laurimar Primary OSHC understands the importance of providing an environment of care that supports the health and safety needs of all children attending the program. This is achieved in a relaxed and comfortable environment that accommodates children's need to rest or sleep when needed; ensuring all resources, equipment and experiences are safe from harm. This also includes an environment free from the use of tobacco, illicit drugs and alcohol. All OSHC Educators will work in accordance with the current health and hygiene practices and encourage children to incorporate these practices within the daily routine of the program.

### **Incident, Injury, Illness and Trauma Records**

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All OSHC Supervisors are required to be trained in Anaphylaxis Management, Asthma Management and obtain current CPR and Level II First Aid certificates. The OSHC Educators are responsible for ensuring that all first aid kits are suitably equipped and readily available prior to the commencement of the program starting and are inaccessible to children.

OSHC Educators will only administer first aid to children when required. A record of first aid administered to children by an OSHC Educator will be recorded on the Laurimar Primary OSHC Incident, Injury, Illness and Trauma Record. Parents/guardians or a nominated authorised person will be asked to sign and date the record to acknowledge notification of first aid being administered whilst their child was in care.

If a child becomes unwell whilst attending the program a parent/guardian or nominated authorised person will be contacted to collect the child from the service as soon as possible. The OSHC Educators will make arrangements to ensure the child is comfortable until they are collected from the service. Laurimar Primary OSHC will keep a record of the symptoms relating to the child's illness on the Incident, Injury, Illness or Trauma record and note any times when any noticeable changes occur in regards to the child's health. A parent/guardian or nominated authorised person will be asked to sign and date the record to acknowledge notification of the child's illness. All information recorded on the Incident, Injury, Illness or Trauma record will be kept confidential.

In the case of a Serious Incident, Injury, Illness or Trauma involving a child attending the service and further medical treatment is required; staff will assess the situation to determine whether the child requires urgent medical treatment from an ambulance; or to contact a parent/guardian or nominated authorised person to inform them about the serious incident and make arrangements for the collection of the child to seek further medical treatment.

If a child is sent to hospital by ambulance the OSHC Educators will follow procedures to:

- ☐ Contact a parent/guardian or nominated authorised persons and provide details of the serious incident relating to their child and which hospital the child is being transported to;
- ☐ Ensure all children in the program are not at risk of serious harm or danger;
- ☐ Notify the school Principal;
- ☐ Provide a copy of the child's enrolment record to paramedics;

- ☐ Provide a copy of the Incident, Injury, Illness and Trauma Record outlining the time and details of the incident to paramedics;
- ☐ Make arrangements to ensure there are enough OSHC Educators to cover the child to staff ratio, to allow a staff member to accompany the child in the ambulance and remain with the child until a parent/guardian or nominated authorised person detailed on the child's enrolment record arrives at the hospital;
- ☐ Ensure a serious incident report is completed and all information is accurate and the Regulatory Authority is informed via the phone and sent a copy of the serious incident report within 24 hours of the incident occurring.

Laurimar Primary OSHC is regulated by law to inform the Regulatory Authority within 24 hours when they become aware of a child requiring medical treatment. Parents/guardians are required to inform Laurimar Primary OSHC if their child requires medical treatment as a result of an incident, injury, illness or trauma sustained whilst their child was in attendance at the program.

## Medications

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Parents/guardians who have a child attending the OSHC program requiring medication; including prescription; over-the-counter; and homeopathic medications will need to inform the OSHC Manager so the service has a record of the:

- ☐ The name of the medication to be administered;
- ☐ Dosage to be given;
- ☐ The time and date of the medication was last administered;
- ☐ The time and date medication should be next administered;
- ☐ The manner in how the medication needs to be administered;
- ☐ Signed consent from either a parent/guardian or any nominated authorised person detailed on the child's enrolment record to permit staff to administer medication on an individual Laurimar Primary OSHC Authorisation to Administer Medication record.

All medications that are brought into the program will need to be in its original packaging that is labelled with the name of the medication, has the child's name clearly labelled on the packaging and be within its use by date. All medications will be stored in a safe manner where only OSHC Educators will have access and kept out of reach of children. Laurimar Primary OSHC has the right to not accept any child into the program who has medication that is not properly contained in its original packaging, labelled or has expired.

## Medical Conditions

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Laurimar Primary OSHC understands the importance of providing a service that supports the health and wellbeing of children in a safe and nurturing environment. Laurimar Primary OSHC will strive to work in partnership with Laurimar Primary School and the parent/family community to ensure that children with medical conditions are included and able to experience all aspects of the OSHC program that does not impact or put at risk the health and safety of the child. Laurimar Primary OSHC is required by the Education and Care Services National Regulations 2011 to adopt and implement practices in relation to the following:



- To ensure the service has policies and procedures in regards to the management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis;
- Inform the Nominated Supervisor and OSHC Educators at the service, of the practices in relation to the management of the medical condition;
- Provide parents/guardians with a copy of the service Medical Conditions Policy that outlines the procedures of how the OSHC service manages medical conditions;
- Obtaining a medical management plan for the child from the parent/guardian when the child is enrolled to the program detailing the emergency procedures to be followed in the event of an incident relating to the child's specific health care needs, allergy or relevant medical condition;
- To develop a risk minimisation plan in consultation with the parents/guardians of a child and ensure that the risks relating to the child's specific health care needs, allergy or relevant medical condition are assessed and minimised;
- Ensure that practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented within the program;
- That all OSHC Educators can identify the child, locate the child's medical management plan and risk management plan, and the location of where the child's medication is stored in the service;
- That the child does not attend the service without medication prescribed by a medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition;
- All staff members are informed about the medical conditions policy and the medical management plans and risk minimisation plans for the child.

Parents/guardians are responsible for ensuring that all information in regards to the medical management of their child is current and accurate at the time of enrolment into the program and that Laurimar Primary OSHC will be notified and provided with updated information if there are any changes in relation to the child's medical condition.

### **Children Diagnosed at Risk of Anaphylaxis**

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Anaphylaxis is a severe, rapidly progressive allergic reaction that is potentially life threatening. Laurimar Primary OSHC aims to provide a safe and supportive environment in which children at risk of anaphylaxis can participate equally in all aspects of the OSHC program. The key to minimise the risk of anaphylaxis is knowledge of children who have been diagnosed at risk, awareness of triggers (allergens), and prevention of exposure to these triggers. Laurimar Primary OSHC recognises the importance of forming partnerships with Laurimar Primary School and the parent/family community in ensuring that certain foods or items are not brought into the program to ensure that children diagnosed with anaphylaxis are not exposed to life threatening risks. Laurimar Primary OSHC is required by the Education and Care Services National Regulations 2011 to ensure that any child enrolled in the program and is diagnosed at risk of anaphylaxis has an individual ASCIA Action Plan for Anaphylaxis signed by a medical practitioner that outlines the emergency

procedures to follow in the event of an allergic reaction and also includes an up to date photo of the child. Laurimar Primary OSHC is regulated by law to:

- ☑ Develop an Anaphylaxis Risk Management Plan in consultation with the parent/guardian of the child diagnosed at risk of anaphylaxis, the Anaphylaxis Risk Management Plan will be reviewed annually or when required, in the event there is any change in the child's medical condition or immediately after in the case the child has an anaphylactic reaction in the program.
- ☑ Provide parents/guardians with a copy of the service Medical Conditions Policy that outlines how the OSHC service manages medical conditions;
- ☐ That parents/guardians are notified of any known allergens that pose a risk to the child and the strategies the service will implement to minimise the risk to the child;
- ☐ That all staff members and volunteers can identify the child, locate the child's medical management plan and risk management plan, and the location of where the child's medication is stored in the service;
- ☑ That a child diagnosed at risk of anaphylaxis does not attend the service without the prescribed medication by a medical practitioner this also includes an Adrenaline auto-injection device.

Parents/guardians are responsible for ensuring that all information in regards to the anaphylaxis management of their child is current and accurate at the time of enrolment into the program and that Laurimar Primary OSHC will be notified and provided with updated information if there are any changes in relation to the child's medical condition.

## Nutrition

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Laurimar Primary OSHC is committed to providing children with a healthy and nutritious selection of food for breakfast and afternoon tea every day whilst actively promoting children to embrace healthy eating habits. Children will not be denied food as a form of punishment. Children will be provided opportunities to experience foods from different cultures and

encouraged to participate in cooking activities to enhance their life skills and understanding of food preparation and hygiene practices.

A weekly food menu will be displayed for children, parents and families to view and to provide feedback and contribute ideas or make suggestions about the food offered to children attending the service. The OSHC Educational Leader will plan a menu from children, parent and family feedback as well as sourcing information from the:

VicHealth website <http://www.vichealth.vic.gov.au/>

Better Health Channel website <http://www.betterhealth.vic.gov.au>

The Heart Foundation website <http://heartfoundation.org.au>

For children who have special dietary requirements, parents/guardians are required to provide information of the suitable foods that your child can eat. A Special Dietary Requirement form is available from the OSHC program for parents/guardians to access.

Laurimar Primary OSHC staff will work in compliance with the Food Act 1984 when preparing food and ensuring safe hygiene practices are followed, and under guidance from the Food Safety Supervisor.

Drinking water will be available at all times for children to access when needed.

Laurimar Primary OSHC encourages parents and families to contribute ideas and provide feedback to the OSHC program about the selection of food offered.

### Sun Protection

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Laurimar Primary OSHC is regulated to ensure children are protected and provided with a safe environment. We respect and value the importance of a sun protection policy when children are engaged in outdoor activities. Laurimar Primary OSHC will implement a sun protection policy under the guidance and recommendation of Sunsmart Victoria and Laurimar Primary School Sunsmart policy. The service understands that a healthy balance of ultraviolet radiation (UV) exposure is important for general health and wellbeing; the service also recognises the importance of ensuring children are protected from skin damage caused by harmful UV rays from the sun. The sun protection policy is effective from September through to April and the service is committed to:

- ☐ Ensuring that all children and OSHC Educators maintain a healthy UV exposure balance;
- ☐ Encouraging all children and OSHC Educators are to use a combination of sun protection measures whenever UV Index levels reach 3 and above;
- ☐ Provide a safe environment that provides shade for children and staff at appropriate times;
- ☐ Encourage and assist children to be responsible for their own sun protection;
- ☐ Ensure that families, visitor, volunteers and new staff are informed of the service's SunSmart policy;
- ☐ OSHC Educators are to check the daily SunSmart UV Alert at [www.sunsmart.com.au](http://www.sunsmart.com.au) to find out daily sun protection times to assist with the implementation of this policy;

From September through to April children will be required to wear their school hat or suitable wide brim hat to protect their face, neck and ears when they are outside. Children who do not have a hat to wear outside will have to stay in the shaded outdoor areas. Laurimar Primary OSHC will have sunscreen available for children to use; parents/guardians can choose to supply their child or children with sunscreen from home; parents/guardians must indicate on their child's enrolment form if they do or do not wish for the service to supply sunscreen to their child.

## Excursions

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Laurimar Primary OSHC will notify parents/guardians in writing when there is a planned excursion. Parents/guardians will be provided with information of when the excursion will take place; the venue details of the excursion and activities children will participate in; the cost of the excursion; the method of transport and route to the excursion; the time of departure from the OSHC service; the length of time that children will be away from the OSHC service; the OSHC Educator to child ratios for the excursion.

Signed parent/guardian consent will need to be obtained prior to all planned excursions. Staff will complete a risk assessment prior to the excursion taking place. If a planned excursion has to be changed or cancelled due to unforeseen circumstances e.g. weather conditions, parents/guardians will be contacted by Laurimar Primary OSHC and notified of any changes in regards to the excursion. Each OSHC Supervisor attending the excursion will be equipped with a first aid kit. A copy of medical details and emergency contacts for all children attending the excursion will be placed in a folder that will be kept in a backpack to be carried by the Supervisor at all times.

## Equity, Inclusion and Cultural Diversity

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Laurimar Primary OSHC values the opportunity to provide a program that is inclusive and respectful to children from different cultural, linguistic and diverse backgrounds; family circumstances; and recognises the uniqueness of each child. Laurimar primary OSHC is committed to forming supportive partnerships by planning and implementing a program that provides activities and experiences that: are non-gender specific; encourages and supports the needs of all children to participate and develop at their own pace; welcomes and incorporates the input of families beliefs, values, celebrations and festivities.

Children will be provided with an environment of care that is positive, nurturing, accepting and understanding of human difference and similarities. Children will have opportunities to learn and embrace different cultures and diversity through day to day experiences, resources and activities.

Laurimar Primary OSHC recognises that bias, bullying and discrimination is unacceptable practice and will not be tolerated within the program.

## Inclusion Support Funding

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The Inclusion Support Program (ISP) is an Australian Government funded program that assists child care providers to include children with additional support needs, children from Indigenous backgrounds and Culturally and Linguistically Diverse (CALD) backgrounds into the child care service. Inclusion Support Agencies (ISA's) work in accordance with the ISP funding guidelines and manage a network of Inclusion Support Facilitators who work with child care providers. ISF's provide a variety of support to child care providers, from funding additional care workers and resources, to providing advice and professional training to provide opportunities that encourage participation in activities, through learning and development, that reflects the interests and abilities of the child

## Positive Behaviour Guidance

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Laurimar Primary OSHC is committed to providing a safe, secure, stimulating and nurturing environment that fosters and enhances children's self-esteem to form positive partnerships and interactions with their peers. OSHC Educators will support children in learning by guiding positive behaviours in an effective manner to achieve greater outcomes of set goals. OSHC Educators will facilitate opportunities for children to expand on their connections between the school environment, their community and the OSHC program; encourage children to participate and contribute to group activities.

Children have the right to be active participants and learn without interference, be happy and safe in their care environment, to be valued and treated with courtesy and respect. Laurimar Primary OSHC is committed to adopting the Laurimar Primary School Student Code of Conduct as a foundation for positive guidance. The following strategies are:

- ☑ Giving positive reinforcement;
- ☑ Improving self confidence;
- ☑ Encouraging friendships;
- ☑ Developing pride within the school community
- ☑ Encouraging, sharing, tolerance and compassion
- ☑ Developing a consistent approach when dealing with children
- ☑ Being actively involved with children

OSHC Educators have the right to provide a service in an orderly and cooperative environment, to receive cooperation, courtesy and respect at all times, seek assistance and support from Laurimar Primary School staff, parents/guardians and families and other support agencies. Positive guidance and interactions are essential to the Laurimar Primary OSHC service as we all have a responsibility to respect the rights of others. In the event of a serious breach of appropriate behaviour, the nominated supervisor will initiate suspension procedures.

## Visitors and Volunteers

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Laurimar Primary OSHC welcomes the inclusion of visitors and volunteers to the service. From time to time visitors and volunteers may come into the service to help with planned activities or share experiences with the children. OSHC Educators will ensure that all visitors and volunteers who are present in the service sign the visitor log book, have on them a Working with Children Check or Victorian Institute of Teaching Registration. Any Visitor or volunteer who does not have on them a WWCC or VIT will not be permitted to enter the OSHC service. OSHC Educators will ensure visitors and volunteers are informed of the services policies and procedures, shown around the facility and are not left alone to supervise children.

## Grievances and Complaints

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Laurimar Primary OSHC is committed to forming positive partnerships with parents/guardians, families and children in an environment that is respectful and welcomes all forms of feedback. Every parent/guardian has the right to communicate their ideas, feelings and opinions about the overall operation of the Laurimar Primary OSHC service.

Laurimar Primary OSHC will strive to respond to parents/guardians concerns in a positive and respectful manner; solutions will be sought to resolve all concerns, grievances, disputes that may affect or impact in the operation of the service in a fair and prompt manner. All grievances and complaints will be responded to in writing within 24 hours of the OSHC service becoming aware of the grievance or complaint.

Parents/guardians are encouraged to discuss their concerns about the OSHC service with the OSHC Manager or outline their concerns in writing and forward to the OSHC Manager. If a parent/guardian feels that their concern has not been resolved after discussing with the Manager and further action is required to resolve the concern, they are encouraged to discuss their concerns with the school Principal. If a parent/guardian is not satisfied with the outcome of their discussion with the OSHC Manager and school Principal they can notify the:

Department of Education and Early Childhood Development; Licensed Children's Services Department, either in writing (post or email) or by phone.

Website: [www.education.vic.gov.au/licensedchildservices/](http://www.education.vic.gov.au/licensedchildservices/)

E-mail: [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

GPO Box 4367

MELBOURNE VIC 3001

Phone: 1300 307 415

Fax: (03) 9651 3586

The Department of Education and Early Childhood Development will contact the service to investigate the concern or issue that has been raised to their attention.

## Review of Policies and Procedures

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Laurimar Primary OSHC will review all policies and procedures and the OSHC Family handbook on an annual basis or when required.

### OTHER POLICIES YOU MAY FIND USEFUL

- [DET Trespass Order](#)
- [Visitors and Volunteers policy](#)
- [Infectious Disease](#)
- [Child Safety and Wellbeing Policy](#)
- Complaints Policy (see below)

# LAURIMAR PRIMARY SCHOOL COMPLAINTS POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact Laurimar Primary School on 9717 7100

### PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Laurimar Primary School so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Laurimar Primary School are managed in a timely, effective, fair and respectful manner.

### SCOPE

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division

- Complaints and concerns relating to child abuse will be managed in accordance with our [Child Safety Responding and Reporting Obligations Policy and Procedures](#)

## POLICY

Laurimar Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

### Complaints and concerns process for students

Laurimar Primary School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Laurimar Primary School encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with their classroom teacher, Education Support staff, or any other adult they feel safe and comfortable with. Assure them that this person will take their concern or complaint seriously and will explain to them what steps we can take to try to resolve the issue and support them.

They can also ask their parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways students can raise a concern or complaint with the school include:

- talking to a member of the Student Leaders about their concern and offering any suggestions they may have for resolving it
- participating in the Attitudes to School Survey (for Grades 4-6)

Further information and resources to support students to raise issues or concerns are available at:



- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEAI)

## Complaints and concerns process for parents, carers and community members

### Preparation for raising a concern or complaint

Laurimar Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Laurimar Primary School (see “Further Information and Resources” section below).

### Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

### Raising a concern

Laurimar Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to the Responsible person in Charge. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

### Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will Responsible person in Charge The following process will apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Responsible person in Charge to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- 2. Information gathering:** Depending on the issues raised in the complaint, Responsible person in Charge may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

3. **Response:** Where possible, a resolution meeting will be arranged with the Responsible person in Charge to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
  
4. **Timelines:** Laurimar Primary School will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Laurimar Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Laurimar Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

### Resolution

Where appropriate, Laurimar Primary School may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Laurimar Primary School may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

### Escalation

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Responsible person in Charge, and you do not want to raise it directly with them, then the complaint should be referred to the Assistant Principal by contacting Justine Convery on ph 97177100

Laurimar Primary School may also refer a complaint to Northern Eastern Metropolitan DET office if we believe that we have done all we can to address the complaint.

For more information about the Department's parent complaints process, including the role of the Regional Office, please see: [Raise a complaint or concern about your school.](#)

### Record keeping and other requirements

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Included in student diaries so that it is easily accessible to parents, carers and students
- Annual reference in school newsletter
- Discussed at student forums/through communication tools
- Hard copy available from school administration upon request

## FURTHER INFORMATION AND RESOURCES

The Department's Policy and Advisory Library (PAL):

- [Complaints - Parents](#)

The Department's parents' website:

- [Raise a complaint or concern about your school](#)
- [Report racism or religious discrimination in schools](#)

## POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2023
Consultation	School Council
Approved by	Principal
Next scheduled review date	July 2025