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SAMPLE

STAFF MANUAL

Welcome to theOSHC Team.

This manual has been developed to assist staff to become familiar with the Service and its Programs. Staff are expected to read this document prior to commencing in the service in order to ensure that they are familiar with the limits and guidelines and general expectations/operation of the service.

Please take time to read the Manual together with the OSHC Policy and Procedure Handbook. Both documents are available from the Committee of Management.

We extend a warm welcome to you and hope for a long and successful working relationship.

Our Team Consists of:

- Name and role
- Name and role

Key Contact people for the organisation are:

- Coordinator
- Principal
- Program
- Cleaner
- Bursar – Payroll
- Security

1 INTRODUCTION

1.1 SERVICES PROVIDED

The *name of service* operates on a non-profit basis and was established in..... The Primary School is the sponsor of the service however the Management of the service lies with the Outside School Hours Care (OSHC) Committee of Management. A Coordinator is employed to operate the two programs on a day to day basis.

The OSHC Service provides the following components of care:

Before School Care

The Before School Care Service operates fromam toa.m. each weekday during school terms for weeks of the year. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

After School Care

The After School Care Service operates frompm top.m each weekday during school terms for weeks of the year. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

(..... more information to be inserted as per details of the Service i.e. pupil free days and early school finish)

Vacation/Holiday Care

The Vacation/Holiday Care Service operates fromam top.m. during the term break for weeks of the year, closing for over the December /January period. This service is funded by the Commonwealth Government to provide Child Care Benefit to families.

2 PHILOSOPHY AND GOALS

The following Philosophy and set of Goals are presented as an example for Services to consider when developing their own.

To provide a quality primary school-aged childcare service for name of service which is community-based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

To offer a flexible service that responds to the care and recreational needs of all children during their middle childhood years

To provide an environment for children that:

- is both safe and challenging
- fosters individuality, recognising their needs and interests
- promotes the physical health and well being
- acknowledges the importance of the middle years of child development
- values the benefit of play in both structured and self directed experiences
- fosters a spirit of equity and inclusion

To ensure that the service accurately reflects the needs of children and parents by:

- acknowledging the importance of parents in providing direction for the service
- encouraging comments and feedback from all parents
- acknowledging and being sensitive to the cultural backgrounds of families

To meet the National Standards for Childcare

Strive to achieve the highest level of quality as determined by the Outside School Hours Care Quality Assurance System.

To ensure that staff are able to:

- fulfill the role and responsibilities they are employed to undertake
- have their needs met

Staff are expected to familiarise themselves with the Code of Ethics and the United Nations Declaration on the Rights of the Child. These documents have provided us with the above principles.