



Australian Children's
Education & Care
Quality Authority

Plympton Primary OSHC Quality Improvement Plan

Updated March 2024

The National Quality Standard and Quality Improvement

The National Quality Standard is the standard against which providers self-assess the performance of their service/s in delivering quality education and care, and plan future improvements to their service/s. One result of this process is a Quality Improvement Plan (QIP).

The Education and Care Services National Regulations 2017 (the National Regulations) require approved providers to prepare a Quality Improvement Plan (regulation 55) for each service that:

- includes an assessment by the provider of the quality of the practices of the service against the National Quality Standard
- and the National Regulations; and
- identifies any areas that the provider considers may require improvement; and
- contains a statement of philosophy of the service.

The National Regulations do not prescribe a format for a Quality Improvement Plan. The purpose of this template is to offer a format that supports approved providers to meet their obligations under the National Regulations.

Approved providers also have an obligation (r56) to review and revise the Quality Improvement Plan at least annually, having regard to the National Quality Standard.

A Quality Improvement Plan must be reviewed and/or submitted to the regulatory authority on request. The National Regulations do not prescribe a format for a Quality Improvement Plan.

Approved providers also have an obligation (r56) to review and revise the Quality Improvement Plan at least annually, having regard to the National Quality Standard. A Quality Improvement Plan must be reviewed and/or submitted to the regulatory authority on request.

About the ACECQA Quality Improvement Plan template

The purpose of this template is to offer a planning format that supports approved providers to meet their obligations under the National Regulations.

This template provides quick links to helpful resources for each quality area in the [Guide to the National Framework](#) and the [ACECQA website](#).

Exceeding NQS themes guidance

The [Exceeding NQS](#) sections provided for each standard should be completed when there is evidence of one or more Exceeding NQS themes demonstrated in the practice at the service.

When the QIP is submitted to the regulatory authority for assessment and rating, an authorised officer will consider the evidence documented and gathered at the assessment visit to determine if the Exceeding NQS themes are being met.

For further information on the three Exceeding themes, including what authorised officers consider when reviewing whether evidence demonstrates a theme, see ACECQA's [Exceeding the NQS](#) webpage.

Service details

| | | | |
|---|--|--|---------------------------------------|
| Service name | | Service approval number | |
| Plympton Primary OSHC | | SE- 00010793 | |
| Primary contacts at service | | | |
| Name: Payal Malhotra | | | |
| Phone: 0401 121 136 | | | |
| Email: ppsoshc.director730@schools.sa.edu.au | | | |
| Physical location of service | | Physical location contact details | |
| Street | 19 Owen Street | Telephone | (08) 8293 1227 |
| Suburb | Plympton | Mobile | 0401 121 136 |
| State/territory | SA | Fax | |
| Postcode | 5038 | Email | ppsoshc.director730@schools.sa.edu.au |
| Approved Provider: | Plympton Primary School Governing Council | Nominated Supervisor | |
| Primary contact | Plympton Primary School Principal: Tammy Riley | Name | Payal Malhotra |
| Telephone | (08) 8293 1227 | Telephone | (08) 8293 1227 |
| Mobile | 0405 188 344 | Mobile | 0401 121 136 |
| Fax | | Fax | |
| Email | Tammy.Riley641@schools.sa.edu.au | Email | ppsoshc.director730@schools.sa.edu.au |
| Postal address (if different to physical location of service) | | | |
| Street | 19 Owen Street | State/territory | SA |
| Suburb | Plympton | Postcode | 5038 |
| Educational leader | | | |
| Name | Payal Malhotra | | |

| | |
|-----------|---------------------------------------|
| Telephone | 0401 121 136 |
| Email | Ppsoshc.director730@schools.sa.edu.au |

Operating hours

For each day of the week this service is open, indicate the times of the day when education and care is provided. For centre-based services, this does not include non-contact hours for staff.

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------------|---|---|---|---|---|----------|--------|
| Opening time | BSC: 6:45am ASC: 3:15pm Vac Care/PFD: 6:45am | BSC: 6:45am ASC: 3:15pm Vac Care/PFD: 6:45am | BSC: 6:45am ASC: 3:15pm Vac Care/PFD: 6:45am | BSC: 6:45am ASC: 3:15pm Vac Care/PFD: 6:45am | BSC: 6:45am ASC: 3:15pm Vac Care/PFD: 6:45am | Closed | Closed |
| Closing time | BSC: 8:30am ASC: 6:00pm Vac Care/PFD: 6:00pm | BSC: 8:30am ASC: 6:00pm Vac Care/PFD: 6:00pm | BSC: 8:30am ASC: 6:00pm Vac Care/PFD: 6:00pm | BSC: 8:30am ASC: 6:00pm Vac Care/PFD: 6:00pm | BSC: 8:30am ASC: 6:00pm Vac Care/PFD: 6:00pm | Closed | Closed |

Additional information about your service

The following information will assist the regulatory authority to plan the assessment visit.

The best place for OSHC families to park is behind the school Gymnasium/OSHC on the corner of Keily Street and Owen Street. We offer Before School Care, After School Care, Vacation Care and Pupil Free Days/School Closure Days Care. Our OSHC Service is available for Plympton Primary School families and families from other schools. Children who have enrolled at Plympton Primary School to begin Reception the following year, may access the Christmas/January Holidays Vacation Care program in consultation with the school principal.

School holiday dates 2024

Term 1: 15 April - 26 April

Term 2: 8 July - 19 July

Term 3: 30 Sep – 11 Oct

Term 4: 16 Dec - 28 January

Pupil Free Days 2024:

8 March; 11 June; 9 Sep; 8th November

How are the children grouped at your service?

We have a yarning time in the afternoons at After School Care and during Vacation Care and Pupil Free Day Care where children sit and discuss with the responsible person and educators OSHC expectations, the day's experiences, suggestions, CHERRY Values, favourite activities and upcoming activities or events etc. Children have choice in choosing membership for group activities of their interest. Children as a larger group eat together each day. For excursions, incursions and some activities educators may have input into smaller group structures for best management and support of children's needs. In these groups friends are grouped together.

Write the name and position of person(s) responsible for submitting this Quality Improvement Plan

Nominated Supervisor/Director: Payal Malhotra

School Principal: Tammy Riley

For family day care services, indicate the number of educators currently registered in the service and attach a list of the educators and their addresses.

No. of educators: NA

Service statement of philosophy

Please insert your service's statement of philosophy here.

Plympton Primary OSHC is a caring, vibrant and welcoming environment that is inviting to children and their families. Our OSHC Service is enriched by diverse cultural influences. We recognise and appreciate families as their children's first educators and staff work together to build respectful relationships with families, encouraging their participation in our program

We are a valuable and integral part of the school community and value highly our relationship with the school. Our philosophy is underpinned by Plympton Primary School's CHERRY Values of:

C = care

H = honesty

E = effort

R – Respect

R = Resilience

Y = You are taking responsibility.

We develop warm and trusting relationships with children, provide predictable routines, utilise a range of learning and play spaces across the school with the broad range of activities planned and implemented based on children's agency.

Play is the most powerful motivator of children's active engagement at OSHC. Children have daily opportunities to learn through play and to develop lifelong skills. Each child in our service is an individual, unique and important. All children have the right to develop to their full potential and we prioritise the importance of this. Children are encouraged to explore, imagine, create, problem solve, develop independence, socialise and have fun. This is done through offering a range of approaches, including programming for both small and large group play, supporting emotional wellbeing by providing an area for quiet time and friendship choices, and having both structured and unstructured time.

Our service is set up to enable children to have continual access to toys and equipment, making it easier for them to initiate their own ideas and have time for uninterrupted learning through play. We develop the OSHC environment to be where all children feel safe, secure, respected and where they are given appropriate levels of responsibility. All children and families feel valued and are actively encouraged to work with educators about program decisions. This ensures that our program is meaningful and where activities and experiences recognise and respect the diversity of our families and educators.

We are providing high quality care, revising our service policies and procedures, developing staff's professional knowledge and continually improving using the planning cycle and effective critical reflection tools to examine our beliefs, program and environment to ensure that all children's wellbeing needs are being met. Children thrive best in an environment where staff are happy and everyone is working well as a team, with consistent expectations and consequences. At Plympton Primary OSHC, we respect and value the diversity of staff backgrounds, skills and experiences and value the skills and knowledge they bring while maintaining a safe, supportive and quality working environment.

Our Quality Improvement Plan including the philosophy as well as our programs are living documents and change in response to educators' on-going learning, reflective and critical review of our practices, Governing Council, families and children's feedback, a commitment to equity and belief in all children's capacities to succeed in their learning. We provide consistent practises to ensure the overall development of each child in our care and provide a welcoming and safe environment.

Quality Area 1: Educational program and practice

This quality area of the *National Quality Standard* focuses on ensuring that the educational program and practice is stimulating and engaging and enhances children’s learning and development. In school age care services, the program nurtures the development of life skills and complements children’s experiences, opportunities and relationships at school, at home and in the community.

Additional information and resources about Quality Area 1 are available in the [Guide to the National Quality Framework](#) and the [ACECQA website](#).

Quality Area 1: Standards and elements

| | | |
|-------------------------------------|---|--|
| Standard 1.1 | The educational program enhances each child’s learning and development. | |
| Approved learning framework | Element 1.1.1 | Curriculum decision-making contributes to each child’s learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators. |
| Child-centred | Element 1.1.2 | Each child’s current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program. |
| Program learning opportunities | Element 1.1.3 | All aspects of the program, including routines, are organised in ways that maximise opportunities for each child’s learning. |
| Standard 1.2 | Educators facilitate and extend each child’s learning and development. | |
| Intentional teaching | Element 1.2.1 | Educators are deliberate, purposeful, and thoughtful in their decisions and actions. |
| Responsive teaching and scaffolding | Element 1.2.2 | Educators respond to children’s ideas and play and extend children’s learning through open-ended questions, interactions and feedback. |
| Child directed learning | Element 1.2.3 | Each child’s agency is promoted, enabling them to make choices and decisions that influence events and their world. |
| Standard 1.3 | Educators and co-ordinators take a planned and reflective approach to implementing the program for each child. | |
| Assessment and planning cycle | Element 1.3.1 | Each child’s learning and development is assessed or evaluated as part of an ongoing cycle of observation, analysing learning, documentation, planning, implementation and reflection. |
| Critical reflection | Element 1.3.2 | Critical reflection on children’s learning and development, both as individuals and in groups, drives program planning and implementation. |
| Information for families | Element 1.3.3 | Families are informed about the program and their child’s progress. |

National Law and National Regulations underpinning Quality Area 1

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 1 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|---|--------------------|
| Section 51(1)(b) | Conditions on service approval (educational and developmental needs of children) | 1.1.1 |
| Section 168 | Offence relating to required programs | 1.1.1, 1.1.2 |
| Regulation 73 | Educational program | 1.1.1 |
| Regulation 74 | Documenting of child assessments or evaluations for delivery of educational program | 1.3.1 |
| Regulation 75 | Information about educational program to be kept available | 1.3.3 |
| Regulation 76 | Information about educational program to be given to parents | 1.3.3 |
| Regulation 274A NSW | Programs for children over preschool age | 1.3.1 |
| Regulation 289A NT | Programs for children over preschool age | 1.3.1 |
| Regulation 298A Queensland | Programs for children over preschool age | 1.3.1 |

Quality Improvement Plan for Quality Area 1

Summary of strengths for Quality Area 1

Strengths

- We are embedding the planning cycle in our weekly programming, linking observations and the subsequent analysis of our planning, implementation, evaluation and reflection.
- Our weekly program consistently includes different key areas including culture, child observations, sustainability with educators' input. We are further improving our planning utilising families and school community voices.
- Using the planning cycle, we have developed clear documentation of processes incorporating weekly program, observation sheets, observation checklists, reflection journal and sources of experiences.
- Educators input into the program through written observations, messages/suggestion through the WhatsApp staff group, as well as formal and informal conversations.
- Children voices are captured through observations, group discussions/feedback during yarning circle, suggestion boxes, informal conversations and surveys conducted by the principal. Families input is continuing to be work in progress and is being collected through suggestion box, invitations to provide feedback in the Reflectional Journal and informal conversations. OSHC Advisory Committee and Governing Council provide more formal feedback.
- Our planning documents are visible and available for educators, children, families and school community.
- We are responsive to children's cultures, languages, abilities, strengths, wonderings and interests. We intentionally foster respect of diversity and celebrate culture and identity.
- Educators identify children's interests and wonderings, foster respect for diversity and celebrating the cultural influences and promoting children's autonomy,
- Our documentation clearly evidences My Time, Our Place outcomes and NQS.
- Fully Booked provides a platform for families to indicate children interests and favourite activities. This information adds value to our program and extends outcomes for children.
- We ensure the needs of children are developed through linking to the learning outcomes.
- As a team we intentionally plan, document, and execute activities based on the interests and needs of individual children and groups.
- Effective and consistent use of My Time, Our Place informs directions for individual children's and small groups of children's interests and development to inform the development of programs for BSC, ASC, Vacation Care and Pupil Free Days.
- We have embedded practice of educators using Observation Records to record areas of development to apply to a child's sense of self, the principles and practices of My Time, Our Place framework. Feedback from the child is recorded and a description of the activity and the importance of this experience for them.
- In addition to using the My Time, Our Place learning framework, we also align our program with the school's CHERRY Values to provide consistency and a reflective safe environment for all. The CHERRY Values include care, honesty, effort, respect, resilience, you take responsibility.
- OSHC expectations are discussed with children during yarning circle and the importance of COVID hygiene is continually highlighted during this current climate.

- As our program is child-centred, we plan only one week in advance so that it is reflective of the children's voice at the time and global celebrations (eg Diwali). This allows for programmed activities and spontaneous play through providing a leisure-based program.
- We promote play-based learning with intentional learning and wellbeing outcomes.
- During BSC, ASC and Vacation Care, all children have many opportunities for activities and children agency through flexibility, modifications and freedom of choice in relation to activities and social interactions.
- The program and routines support children's independence, autonomy and agency and maximises their engagement in learning. Educators are focused, active and reflective in delivering the program.
- The deliberate use of a variety of learning environments across the school maximise interests and outcomes.
- Our program follows flexible routines every session, to allow maximised participation by all children.
- Group games are organised and designed to improve children's abilities and skills, particularly with regards to teamwork and socialisation.

Our quality educational program is evident by:

- ✓ Effective use of the planning cycle
- ✓ Detailed weekly planning which is communicated to all educators
- ✓ Weekly program and menu on display for families, educators and children
- ✓ Embedded children's observations by all educators
- ✓ All documentation clearly evidences of My Child, Our Place and NQS outcomes

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 1.1 – Program: The educational program enhances each child’s learning and development.

| Exceeding themes | |
|---|---|
| 1. Practice is embedded in service operations | <p>At our service, we follow an observation cycle to build the program to enhance children’s learning and development. Child observations are done on a daily basis. We follow the Observation Cycle of: collecting children’s data, and information, analyse the children’s data and information, planning of the activities based on this information. Through deliberate linking of children’s observations’ data and information and further evaluating of the activity based on the individual child/children’s observations to the learning outcomes. This reflection process includes educators’ anecdotal observation and notes, notes from discussion with the child/children of the specific activity. The Reflection Journal is part of this process.</p> <p>The Weekly Program and Weekly Roster is displayed at the OSHC entrance for families, educators, children, Governing Council members and the broader school community.</p> <p>The programming cycle includes the linking of the program to the child/children’s observations, the documentation of these observations, developing the activities, reflecting on success or modification of the specific activities as well as sharing of the observations and reflection with the children and their families.</p> |
| 2. Practice is informed by critical reflection | <p>Staff meetings planned with an agenda of critical reflection included.</p> <p>Feedback sought from children and families and this feedback utilised in subsequent planning.</p> <p>Weekly meetings between the OSHC director and the school principal with a focus on reflective practices for improvement.</p> <p>OSHC Advisory Committee has a focus on reflection of practices and continual improvements to the service.</p> |

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| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>All families and children are always welcome.</p> <p>Educators are professional, positive and know the individual children.</p> <p>Newsletters are regularly sent to school community through the Skoolbag app. Special events are shared with families through the OSHC Family and Community board where all flyers are kept for both OSHC and at the school front office.</p> <p>Pupil free days and Vacation Care program after being approved by School Governing Council is released on the Skoolbag app for families to view and make bookings. A number of families are now choosing to use our service from a range of private schools. We communicate to these families through emails and calls</p> <p>Families are encouraged to look at the Reflection Journal to out more about the children’s work and activities that they have participated in.</p> |
|---|--|

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA’s [Exceeding the NQS](#) webpage.

Standard 1.2 – Practice: Educators facilitate and extend each child’s learning and development.

| Exceeding themes | |
|---|--|
| 1. Practice is embedded in service operations | <p>All educators and children follow the BSC, ASC, Vacation Care and Pupil Free Day routines while successfully accommodating flexibility as required and in the provision of options for children to choose activity according to their interests, inside and outside play flexibility etc.</p> <p>Educators extend children’s learning and development by planning and executing activities based on the observation and interests, giving individual and friendship groups choices of activities and spaces to play. Educators purposefully cater to individual needs, engage and supervise to keep all children safe and enjoying their session times by regular counts during excursions.</p> <p>Each child’s voice is heard, with strong relationships being formed between educators and other children. Activities are planned in accordance with developmental stages and current children’s interests.</p> |
| 2. Practice is informed by critical reflection | <p>Critical reflective practices of seeking feedback from children, regular observations, feedback from families as well as educators ensures that positives of program are monitored and areas for improvement documented have been introduced and become part of expected practices.</p> <p>Educators use Reflection Journal daily.</p> <p>Weekly, educators use the Critical Reflection template to document positive and improvements.</p> <p>Director summarises educators critical reflection documentation and includes own input.</p> <p>Feedback from OSHC Advisory Committee and Governing Council members is regularly sought.</p> <p>Staff meeting time has a focus on critical reflection with a range of tools used to collect information.</p> |

3. Practice is shaped by meaningful engagement with families, and/or community

Educators document observations and reflection of the activities in the Reflection Journal which is always on display at the OSHC Sign-In Desk. Children’s special art work is displayed on the OSHC Room Display Board, Amazing Art Work, or families to look at and appreciate the children’s efforts.
 Children’s needs in relation to any aspect is shared on a regular basis by educators and director formally and informally with families. Families and Children’s Suggestion Boxes are by the Sign-In Table to invite and welcome suggestions.

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA’s [Exceeding the NQS](#) webpage.

Standard 1.3 – Assessment and planning: Educators and co-ordinators take a planned and reflective approach to implementing the program for each child.

| Exceeding themes | |
|---|--|
| <p>1. Practice is embedded in service operations</p> | <p>Ongoing structures to include the voice of the child in the program development. Program is discussed regularly with the children in group time during ASC, Vacation Care and Pupil Free Days. Program is planned with educators by director and documented and discussed to ensure intentionality of activities is understood by all.</p> |

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| 2. Practice is informed by critical reflection | Children are given opportunities to provide feedback on activities developed for their interest/need. This then further informs program development for individual children and small groups of children. |
| 3. Practice is shaped by meaningful engagement with families, and/or community | Through the reflection journal information which is shared with families Newsletters through Skoolbag app. |

Key improvements sought for Quality Area 1

Improvement Plan

| Standard/ element | Issue identified during self- assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|----------------------|---|---|---------------------|---|--|-----------------|--|
| 1.3.1 | At the start of Term 1, No observations, therefore, not part of the assessment and planning cycle | At least 1 completed observation per child on a termly basis. | H | Payal will create a “how-to” document for observations and discuss with staff. Example observations will be provided to staff for reference. | Educators will complete children’s observations using Observation Record template. | Ongoing process | Example observations on Observation Record. “How-to” document developed and put in staff office area. Payal Malhotra 14/04/2022 Child observations record has become an ongoing process. |



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| | | | | | | <p>All the staff on site is doing one observation per child and the activities are planned based on the observations.</p> <p>Updated by Payal Malhotra 7/02/2022 Updated by Payal Malhotra 11/05/2022</p> <p>Educators are aware of the observations process, and it is embedded into the routine with evaluation of activities done.</p> <p>Updated by Payal Malhotra 17/08/2022</p> <p>Payal and Meredith review these comments regularly at weekly meetings.</p> <p>Updated by Meredith Starkey 23/08/2022</p> <p>In order to simplify the process and to keep track of each child observation, Payal Malhotra (Director</p> |
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| | | | | | | <p>has created Observation record template for educators to write down the name, observation date, evaluation date, learning outcomes to simplify and complete the observation cycle of at least one child per term.</p> <p>Updated by Payal Malhotra 24/04/2023.</p> <p>Observation recording process is a continuous practise to evaluate children’s growing interest and needs. Updated by Payal Malhotra 24/02/2024</p> | |
| 1.3.3 | Limited communication to families regarding the program | increased modes of communicating the program to families | M | Families and children suggestion box on display for families and children to provide suggestions and feedback. weekly program and Weekly Menu displayed on the sign in board. | Children and families will know what the program is prior to the day. Increased enthusiasm about OSHC and activities. Resources are arranged accordingly to cater the needs of children. | Ongoing Process | Families and children are liking the weekly program on display and are encouraged to give suggestions and feedback. Positive feedback has been provided by governing council and other families members. Updated by Payal Malhotra 18/05/2022 |



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|-------|--|--|---|--|--|------------------|--|
| 1.3.2 | Limited critical reflections being recorded and discussed formally | Evidence of critical reflection taking place and being discussed amongst the entire staff team | M | Record our critical reflection points on the Critical Reflection template. Bring critical reflections up in staff meetings to | Critical reflection points will have multiple voices supporting the actions and be recorded for reference. | By end of Term 3 | <p>Children and families are very much into giving feedback and suggestions, they loved the movies and bowling excursion in the July vacation care.</p> <p>Payal Malhotra 01/08/2022</p> <p>Director and educators to explore more ideas and activities along with resources to cater older children to keep them more engaged and entertain as they feel bored sometimes. Updated by Payal Malhotra 28 April, 2023</p> <p>An ongoing practise Updated 20/03/2024</p> <p>Feedback from Governing Council Members prior to July Vac care and Week 3 Term 3 very positive on Vac Care.</p> |
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| | | | | enable multiple perspectives. | | | <p>Updated by Meredith Starkey Week 3 GC Meeting</p> <p>Positive email comments received by all Governing Council Members in relation to October Vacation Care Program.</p> <p>Updated by Meredith Starkey 7/09/2022</p> <p>In this Term 2 Staff Meeting, we will be discussing on the Critical Reflection on children’s learning and developments, both as individuals and in groups.</p> <p>Updated by Payal Malhotra 10/05/2022</p> <p>Educators need more explanation and insight into the critical reflection writing process. Payal Malhotra will be discussing the process in the next staff meeting which will</p> |
|--|--|--|--|-------------------------------|--|--|--|

Ongoing process



| | | | | | | | |
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| | | | | | | | <p>be one of the agenda items in the meeting.</p> <p>Updated by Payal Malhotra 18/07/2022</p> <p>It is still a learning and ongoing process.</p> <p>Updated by Payal Malhotra 07/08/2023</p> <p>Goal Accomplished/ Successfully completed 25/03/2024</p> |
| 1.1.3 | All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning. | OSHC routine/ schedule in align with the weekly program and menu should be displayed on the OSHC board to maximise learning opportunities and consistency with the routine. | M | Payal Malhotra(OSHC Director) to create BSC/ ASC during term time and Vacation care routine / schedule to be displayed on the OSHC board, clearly visible to families and children. | Educators, families and children will be aware of the routine(snack time, play time, activities etc) consistency and routine will bring more learning opportunities and children to settle well in the OSHC environment. | End of term 3, 2023 | <p>Payal Malhotra to create OSHC schedule, share it with families, children and educators. Program and OSHC set up to be aligned with the schedule to create a inclusive environment and maximise the opportunities for child's learning.</p> <p>Updated by Payal Malhotra 20/07/2023</p> <p>BSC and ASC schedule is displayed on the</p> |



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| | | | | | | | <p>OSHC board for families, children and Educators to go through to be part of the consistent routines and follows the structure with which OSHC operates.</p> <p>Updated by Payal Malhotra 15/03/2024</p> |
| | | | | | | | |

Quality Area 2: Children’s health and safety

This quality area of the *National Quality Standard* focuses on safeguarding and promoting children’s health and safety.

Additional information and resources about Quality Area 2 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 2: Standards and elements

| Standard 2.1 | | Each child’s health and physical activity is supported and promoted. |
|-----------------------------------|---------------|---|
| Wellbeing and comfort | Element 2.1.1 | Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s need for sleep, rest and relaxation. |
| Health practices and procedures | Element 2.1.2 | Effective illness and injury management and hygiene practices are promoted and implemented. |
| Healthy lifestyle | Element 2.1.3 | Healthy eating and physical activity is promoted and is appropriate for each child. |
| Standard 2.2 | | Each child is protected. |
| Supervision | Element 2.2.1 | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard. |
| Incident and emergency management | Element 2.2.2 | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented. |
| Child protection | Element 2.2.3 | Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. |

National Law and National Regulations underpinning Quality Area 2

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 2 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|---|--|
| Section 51(1)(a) | Conditions on service approval (safety, health and wellbeing of children) | 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3 |
| Section 162A | Persons in day-to-day charge and nominated supervisors to have child protection training | 2.2.3 |
| Section 165 | Offence to inadequately supervise children | 2.2.1 |
| Section 166 | Offence to use inappropriate discipline | 2.1.1, 2.2.1 |
| Section 167 | Offence relating to protection of children from harm and hazards | 2.2.1 |
| Section 170 | Offence relating to unauthorised persons on education and care service premises | 2.2.1 |
| Section 171 | Offence relating to direction to exclude inappropriate persons from education and care premises | 2.2.1 |
| Regulation 77 | Health, hygiene and safe food practices | 2.1.2 |
| Regulation 78 | Food and beverages | 2.1.3 |
| Regulation 79 | Service providing food and beverages | 2.1.3 |
| Regulation 80 | Weekly menu | 2.1.3 |
| Regulation 81 | Sleep and rest | 2.1.1 |



| National Law and National Regulations | | Associated element |
|--|--|---------------------------|
| Regulation 82 | Tobacco, drug and alcohol free environment | 2.2.1 |
| Regulation 83 | Staff members and family day care educators not to be affected by alcohol or drugs | 2.2.1 |
| Regulation 84 | Awareness of child protection law | 2.2.3 |
| Regulation 85 | Incident, injury, trauma and illness policies and procedures | 2.1.2 |
| Regulation 86 | Notification to parents of incident, injury, trauma and illness | 2.1.2 |
| Regulation 87 | Incident, injury, trauma and illness record | 2.1.2 |
| Regulation 88 | Infectious diseases | 2.1.2 |
| Regulation 89 | First aid kits | 2.1.2 |
| Regulation 90 | Medical conditions policy | 2.1.2 |
| Regulation 91 | Medical conditions policy to be provided to parents | 2.1.2 |
| Regulation 92 | Medication record | 2.1.2 |
| Regulation 93 | Administration of medication | 2.1.2 |
| Regulation 94 | Exception to authorisation requirement—anaphylaxis or asthma emergency | 2.1.2 |
| Regulation 95 | Procedure for administration of medication | 2.1.2 |
| Regulation 96 | Self-administration of medication | 2.1.2 |
| Regulation 97 | Emergency and evacuation procedures | 2.2.2 |



| National Law and National Regulations | | Associated element |
|--|--|---------------------------|
| Regulation 98 | Telephone or other communication equipment | 2.2.2 |
| Regulation 99 | Children leaving the education and care premises | 2.2.1 |
| Regulation 100 | Risk assessment must be conducted before excursion | 2.2.1 |
| Regulation 101 | Conduct of risk assessment for excursion | 2.2.1 |
| Regulation 102 | Authorisation for excursions | 2.2.1 |

Quality Improvement Plan for Quality Area 2

Summary of strengths for Quality Area 2

Strengths

Health, Physical Activity and Wellbeing

We effectively use different areas across the school to ensure comfort, interest and variety so that children can participate best in the activities that interest them. We take into account the need for rest and relaxation times during Vacation Care and Pupil Free Days and for some children after a day at school. For instance, we use the library for relaxation time and as a homework space. Other quiet spaces are provided in the gym in the Quiet Room.

To ensure the comfort of all children is met while still promoting a healthy lifestyle, the library is often opened on wet weather days in Vacation Care for indoor physical activity sessions. Some of the children's preferred activities are Just Dance, Go Noodle, Yoga, etc.

When children and educators enter and leave any indoors OSHC area, before eating food, hand sanitising occurs. When children wash their hands, they are reminded to follow the documented handwashing procedure in the toilet areas. Children are asked to wash their hands when observed as needed, eg after coughing, sneezing, playing in the nature play area.

We have spare clothes for children of all ages so that if something happens and they need to change they can still feel comfortable. We also take spare clothes and towels on excursions just in case.

Child to staff ratios are always met. Supervision is critical, with children supervised in all play areas. Children are divided into small groups on excursions to make supervision easier and minimise risk of injury and overcrowding.

All educators hold current Responding to Abuse and Neglect in Education and Care certification.

Plympton OSHC has policies in place, including Child Protection the Child-Safe Environment Policy, to detail everyone's roles and responsibilities to identify and respond to every child at risk. These policies are reviewed annually. All policies are read and understood by each employee initially as a part of induction and referred to as required.

The role of a mandated notifier is critical and educators are aware of their responsibilities.

Safety

Parent/carer phone numbers are saved in the OSHC mobiles to assist staff in fast contact for incidents, injuring and other instances where immediate communication is required. The school principal's mobile is also included as a backup if required. All educators have access to this number, and she has made herself available during all Vacation Care programs etc.,

As supervision is one of our main priorities, we provide each child with a red vest for outside play for ease in identifying OSHC children to other school children who are still at school. These vests are also supplied for excursions. The vests are washed by the director regularly. The red vests are also used for the children who participate in afterschool sports at Plympton Primary School to identify which children are from OSHC. When required due to ratio needs, an OSHC educator will accompany the OSHC children at their afterschool sports session for adequate supervision throughout the program.

The service has 2 mobile phones which are both used each session. They are spread out strategically based on which areas are open and accessible to children at the time. For instance, when the gym, sandpit and library are open, one phone would be in the gym for easy access to Fully Booked and recording parent queries while the other would be at the library as there is quite a distance between these 2 spaces. The sandpit would not have a mobile phone.

Plympton Primary OSHC follows the guidelines set out by the Cancer Council in relation to UV and sun exposure. Hats and sunscreen are required prior to outside play when the UV rating is above 3. During Vacation Care and Pupil Free Days, a checklist is utilised to keep track of sunscreen application. Staff ensure this has been done every 2 hours.

UV ratings are frequently checked to assess need for sun safety measures including hats, sunscreen, staying in shade, safe times of day etc.

When attending excursions and for some incursion, children are divided into small groups to minimise risk of injury, overcrowding and improve educators monitoring of children's safety and wellbeing.

Daily safety checks of the outdoor area are conducted daily by Plympton Primary School's groundsperson.

Health Needs and Medical Management

We have several copies of medical documents for each child with a medical condition or dietary requirement. These are stored in the red Medical Management folder in the staff office with 1 sleeve per child. Along with the risk minimisation and communication plan, there is a quick overview of all children on the Medical Management wall in the office and another overview is stored in the kitchen cupboards to ensure staff awareness while protecting the child's dignity, while electronic copies are uploaded to each child's Fully Booked account.

The director work in partnership with families to ensure the ongoing health needs of children are consistently met. Practice is shaped by meaningful engagement through educative discussions, support, print and linking with outside agencies. Relevant information and documentation is shared with all educators through photos and information on office area.

All educators hold current required first aid certification. We have budgeted for staff training costs.

Healthy Eating and Drinking

Children often make suggestions for the OSHC menu which is often followed by discussions about why certain food cannot be had as frequently as others and the need for OSHC to promote good nutrition.

We have water available at all times in a jug the kitchen area in so children can stay hydrated. Educators regularly remind children to drink water, particularly on hotter days and/or days with higher levels of physical activity. Families are asked to provide a water bottle for their child on excursion days to stay hydrated. The children also access the water fountains around the school, with care being taken to ensure they are used hygienically.

Plympton Primary OSHC service stakeholders are committed to the provision of a healthy environment in which children can grow and be safe.

Children's health and safety practices are embedded in service operations and is informed by critical reflection by:

- ✓ Systems in place to support educators to effectively ensure children's wellbeing through meeting their health care needs.
- ✓ Children's health is promoted through explicit teaching around basic health routines and hygiene practices.
- ✓ Thorough menu planning considering needs and wishes of children.
- ✓ Implementation of effective hygiene practices supports the prevention of illness and minimises risk of Covid. Following current Covid practices as outlined by DfE for schools and OSHC services.
- ✓ Thorough documentation processes are in place for all injury and accidents, and these are stored in a locked filing cabinet.
- ✓ The service is committed to promoting healthy eating considering children's cultural, religious, allergies and likes and dislikes of foods.
- ✓ Planning for physical activities is thoughtful and responses from children's ideas.



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Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 2.1 – Health: Each child’s health and physical activity is supported and promoted.

| Exceeding themes | |
|--|---|
| 1. Practice is embedded in service operations | <p>Physical activities are programmed for indoors and outdoors. Limited use of digital devices. We have explicit time limits for usage</p> <p>Health afternoon teas provided each day with a variety of menus. Menus are displayed weekly.</p> <p>Effective COVID hygiene practices that is known and displayed at OSHC. This includes sanitising/handwashing expectations, utilising the current DfE’s Testing, Isolating and Quarantine for School and OSHC Settings and Implementing testing, isolating, and quarantine requirements for OSHC providers on departmental sites .</p> <p>Medical management plans and practices are known and followed by educators.</p> |
| 2. Practice is informed by critical reflection | <p>Programming uses feedback form children in terms of physical activities and menu changes.</p> <p>Covid impact with changing expectations. We have continually used DfE’s information emails and website to reflect and ensure that we are following required requirements, we have informed educates of the changes as they have occurred.</p> |
| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>Inviting feedback and suggestions from families in relation to physical activity (and other areas).</p> <p>Informing families of current Covid restrictions and procedures.</p> <p>We have closely worked with Plympton Primary School as many of the children attend OSHC.</p> <p>Building on from school program eg using gymnastics 4week school skill development program to include in upcoming Pupil Free Day. School will provide and fund a qualified gymnastics instructor to run sessions over the Pupil; Free Day.</p> |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 2.2 – Safety: Each child is protected.

| Exceeding themes | |
|---|---|
| 1. Practice is embedded in service operations | <p>All staff have current RRHAN-EC training. Staff are aware of their responsibilities as mandated notifiers, All staff hold current first aid, CPR, asthma and anaphylaxis certificates</p> <p>Red vests are used to identify OSHC children and ensure which children are attending when outside so that is clear and separate from children not attending OSHC and playing with parent or staff supervision.</p> <p>Risk assessments are completed and signed off by principal prior in a timely manner for all incursion or excursion.</p> <p>When children present at the service as unwell, a determination is made whether to contact parents. If a child is showing any Covid symptoms families are contacted.</p> |
| 2. Practice is informed by critical reflection | <p>Educators and nominated supervisor are vigilant in monitoring safety of children.</p> <p>Close monitoring of children on outside equipment occurs. Introduction of new school equipment is monitored eg ensuring only 4 children on new swing net.</p> <p>Any issues are immediately raised and addressed.</p> <p>Planned emergency drills are practised and critical reflection occurs after these.</p> |
| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>Our OSHC Service works closely with Plympton Primary School in monitoring of children who are currently positive with Covid or who have been sent home when unwell.</p> <p>We keep in contact with families when a child is unwell. We are supportive of a child who returns after an illness to OSHC.</p> <p>OSHC is able to use the skills and experiences of the Plympton Primary School's groundsperson. Any WHS issues are also raised with this person.</p> <p>Any safety issues are immediately addressed. The school is notified of any OSHC WHS issues.</p> |

Key improvements sought for Quality Area 2

Improvement Plan

| Standard/element | Issue identified during self-assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|------------------|---|---|------------------|---|--|---|---|
| 2.2.2 | Some children do not present for emergency procedure drills | Most children know what to do in the event of an emergency and are present for emergency procedure drills | L | Ensure emergency procedure rehearsals are carried out for every session type at least once every 3 months to ensure that all OSHC children are present for the drill. | Children can explain what to do in the event of an emergency Documentation as evidence of emergency procedure drills being carried out more regularly | End of Week 5 Term 1 Ongoing process | Emergency Management Plan along with Emergency Evacuation and Lockdown Policy is reviewed and rehearsals will be conducted in Week 5. Updated 22/02/2022 By Payal Malhotra Policies and procedures Discussed and approved by Governing Council. Updated Term 2 Week 3 GC Meeting 2022 By Payal Malhotra Emergency Evacuation and invacuation should be done after 90 days and it should be continued practise. Updated 10/05/22 by Payal Malhotra |



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| | | | | | | | <p>Emergency Rehearsals is an ongoing practise and must be completed every 90 days</p> <p>Updated by Payal Malhotra 07/04/2023</p> <p>Emergency drills are undertaken in both mornings and afternoons so that all children get to participate in the drills and are aware of the evacuation and lockdown process.</p> <p>Updated by Payal Malhotra 24/03/2024</p> |
| 2.1.1 | Quiet space for children is not as effective as desired or comforting | Quiet space to be refurbished and kept clean | M | Discuss with children what they want this area to look like Get some quotes for refurbishment | Quiet space sought out by children to relax Quiet space to be refurbished and comfy | End of Term 2 | Quiet space to be established is in progress. Should be ready by end of Term 2. Updated 10/05/2022 By Payal Malhotra |



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| | | | | | | <p>Children have access to calm area made in the OSHC room with children liking the fidget toy box. Positive sticker chart is used to enforce positive behaviour among children with identified needs.</p> <p>Updated by Payal Malhotra 25/08/2022</p> <p>Term 1 2023</p> <p>A quiet space is organised in the OSHC room with access to dark tent when children feel overwhelmed and need calm time. Children are very much liking and accessing quiet space.</p> <p>Updated by Payal Malhotra 07/04/2023</p> <p>Fidget resources box and cuddle sensory toys are available for children during the time</p> |
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| | | | | | | | when they need support to calm down. Updated by Payal Malhotra 25/03/2024 |
| 2.2.2 | WHS checks are not thorough or recorded | Consistent WHS checks conducted every shift and record kept | H | Create a WHS checklist on <i>FullyBooked</i> for staff to use each session Introduce this to staff at a staff meeting and explain the purpose | WHS checklist completed every session with live up-to-date record | Week 6 Term 2 Term 1 2023 Ongoing process, needs to be updated every 6 months | Payal Malhotra will be contacting School Principal to discuss about WHS report and update it on Fully Booked software. Updated by Payal Malhotra 15/05/2022 Payal Malhotra needs to finish work, health and safety audit by the end of term 1, 2023 Updated by Payal Malhotra 08/03/2023 Due on Sep 3, 2023 Payal Malhotra 10/08/2023 Payal has reviewed work health and safety, will get it read and |



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| | | | | | | | signed by staff members in term 1 2024 staff meeting. Updated by Payal Malhotra 15/03/2024 |
| 2.1.2 | Outdated <i>medical management</i> information for all families | Updated documentation for all children with medical conditions and/or dietary requirements | H | Communicate with the school for updated plans Communicate with families Develop new risk minimisation and communication plans and get families to sign off on these Turn off booking access on Fully Booked for families that fail to comply with the above requests | All children with medical conditions and/or dietary requirements will have updated documentation on site All staff will be aware of children with medical conditions and/or dietary requirements Risk minimisation and communication plans will be signed by families, Director and all staff | Week 10 Term 1, 2022 Week 4 Term 2, 2023 | Medical Management Plans are reviewed, and parents are notified of the dates if overdue. Updated by Payal Malhotra 28/02/2022 Plympton OSHC Medical Management wall should have names and plans of children currently attending OSHC. Payal Malhotra(Director) is currently working on it. Updated by Payal Malhotra 22/05/2022 Medical management wall shows the names of the children with medical needs with the list of shared |



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| | | | | | | <p>medication with school for staff to organise before the session starts.</p> <p>Updated by Payal Malhotra 17/05/2022</p> <p>Term 1 2023</p> <p>All the dietary requirements along with Medical plan updated on the office wall to be checked by Responsible person at the start of the session.</p> <p>Updated by Payal Malhotra 08/04/2023</p> <p>OSHC Director leaves the dietary requirements and medical management plans in the office before the session starts for Responsible person to check and bring the medications from school if it is shared with school.</p> <p>Updated by Payal Malhotra 03/03/2024</p> |
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| 2.2.1 | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard. | To ensure that all children are safe, educators have a direct line of vision. Communicating with each other about number of children accessing indoor and outdoor spaces. | H | Create head count sheet to record head count conducted after every 15 minutes. Head count to be manually added on fully booked by educators. | Educators can communicate through phones, whats app messages of the number in and out, recording it on sheet and fully booked portal will give peace of mind that all children are safe and supervised well | It should be an ongoing and consistent process for the safety and supervision of children | Payal Malhotra to create head count sheet for educators to record head count every 15 minutes. It is crucial for the safety of the children Updated 12/03/2023 All educators are following up the head count process and recording it well on the head count sheets. Updated by Payal Malhotra 11/08/2023 OSHC Director will be discussing supervision plan with staff during term 1 2024 staff meeting to help them position themselves where they have direct line of vision. Updated by Payal Malhotra 12/03/2024 |
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Quality Area 3: Physical environment

This quality area of the *National Quality Standard* focuses on the physical environment and ensuring that it is safe, suitable and provides a rich and diverse range of experiences that promote children’s learning and development.

Additional information and resources about Quality Area 3 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 3: Standards and elements

| Standard 3.1 | | The design of the facilities is appropriate for the operation of a service. |
|---------------------------------------|---------------|---|
| Fit for purpose | Element 3.1.1 | Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child. |
| Upkeep | Element 3.1.2 | Premises, furniture and equipment are safe, clean and well maintained. |
| Standard 3.2 | | The service environment is inclusive, promotes competence and supports exploration and play-based learning. |
| Inclusive environment | Element 3.2.1 | Outdoor and indoor spaces are organised and adapted to support every child’s participation and to engage every child in quality experiences in both built and natural environments. |
| Resources support play-based learning | Element 3.2.2 | Resources, materials and equipment allow for multiple uses, are sufficient in number, and enable every child to engage in play-based learning. |
| Environmentally responsible | Element 3.2.3 | The service cares for the environment and supports children to become environmentally responsible. |

National Law and National Regulations underpinning Quality Area 3

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 3 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|--|--------------------|
| Regulation 103 | Premises, furniture and equipment to be safe, clean and in good repair | 3.1.2 |
| Regulation 104 | Fencing | 3.1.1 |
| Regulation 105 | Furniture, materials and equipment | 3.2.2 |
| Regulation 106 | Laundry and hygiene facilities | 3.1.1 |
| Regulation 107 | Space requirements—indoor | 3.1.1 |
| Regulation 108 | Space requirements—outdoor | 3.1.1 |
| Regulation 109 | Toilet and hygiene facilities | 3.1.1 |
| Regulation 110 | Ventilation and natural light | 3.1.1 |
| Regulation 111 | Administrative space | 3.1.1 |
| Regulation 112 | Nappy change facilities | 3.1.1 |
| Regulation 113 | Outdoor space—natural environment | 3.2.1 |
| Regulation 114 | Outdoor space—shade | 3.1.1 |



| National Law and National Regulations | | Associated element |
|--|---|---------------------------|
| Regulation 115 | Premises designed to facilitate supervision | 3.1.1 |
| Regulation 116 | Assessments of family day care residences and approved family day care venues | 3.1.1 |
| Regulation 117 | Glass (additional requirement for family day care) | 3.1.1 |
| Regulation 274 NSW | Swimming pools | 3.1.2 |
| Regulation 345 Tasmania | Swimming pool prohibition | 3.1.2 |

Quality Improvement Plan for Quality Area 3

Summary of strengths for Quality Area 3

Strengths

Plympton Primary OSHC has a very close and successful connection to the school, and we can use school grounds and a range of indoor areas, Children have access to a range of spaces which allow separation of active play and quiet or relaxed play. The spaces include the gym, quiet room, nature play space, the large oval area, basketball courts, 2 playgrounds, the art room and the library. Most of the outdoor spaces are near the gym, which is the main area used by the service. Having such a large variety of areas to access supports physically active children eg during Vac Care, a popular activity is a bike and scooter riding across the whole school environment eg involved bike tracks are formed by children with staff supervision.

Staff access the school's staff room for lunch breaks in Vac Care. Staff use the school's staff toilets.

As we are a pack-up, pack-down service, we are consistently ensuring that we have a safe and well-maintained environment by packing away and storing our furniture and resources in the quiet area during non-operational times allowing for a seamless transition between OSHC and the school as well as in the evenings for community hirers. We have an effective and well established routines to the point where OSHC children are easily able to assist with packing up the furniture.

The areas. are frequently used for different purposes and redesigned based on activities and needs of children eg quiet room for homework or imaginative play with home corner, equipment. The gym transforms into a crafting room, a cooking class, a scientific laboratory, a quiet space for homework, a playing court for basketball etc. Children can alternate between indoor and outdoor environments at all staffed locations. A large range of equipment and resources are available and accessible for children. OSHC can also access additional equipment for specific purposes form the school eg different sporting equipment. Separating the gym area with boards for both quiet and active activities such as basketball. More active games are played outdoors to reduce noise and injury.

Our inside area allows for toys and equipment to be easily stored away and easily obtained without negatively impacting on use of the rest of the space. Children's agency is enhanced through the design of the environment. Children can obtain toys/games/activities easily that have not already been brought out/set up by educators. Materials, equipment and toys are all clearly labelled for children and educators. We have a variety of resources catering for an inclusive environment which are generally strategically placed in specific areas to allow for a more structured overall program. Some of the resources which are available include craft items, games, sporting equipment and technology (iPads and laptops) which can all be accessed at leisure. Our Technology Policy states children are not able to access the technology-based equipment until after snack unless it is to do their homework. If the technology is used for leisure purposes, we set a 10-minute timer.

Families often donate excess items from home, eg material for dress ups or sewing, colouring ins left over from birthday parties etc.

The routines at Plympton OSHC requires the areas to be tidy/packed after use and between activities. This works well as the children know what is expected of them and results in a safe and well-maintained environment.

The school's operating system, Sentral, is used for maintenance, near miss or hazardous issues. The school's groundsperson responds in a very timely manner to any issues. Of a more serious issue the director will inform the groundsperson and/or the school's administration officer. Repairs and maintenance related to building and grounds used by OSHC are at a cost to the school not to OSHC.

The school's groundsperson, begins work at 7:00am daily and immediately begins cleaning up the area around the OSHC of leaves and any litter and inspecting the playgrounds. The OSHC entrance and inside are always welcoming.

Whenever purchasing of chemicals is done, we ensure that we have updated chemical safety data sheets for said chemicals.

Toilet, hand washing facilities, and kitchen are all inside main area used by OSHC. Additional bubblers are just outside gym, on the oval and near the art room/library. Sanitiser by entrance to OSHC and is used every time upon entering or exiting and similarly for other indoor school areas.

Availability of natural light in the gym is from skylight and the opening of 2 large doors for increased ventilation.

Safety checklists ensure inside, and outside spaces are kept in good condition to reduce the risk of injury and provide clean and hygienic areas. For example, checking the bathrooms for cleanliness and soap supplies.

Sustainability:

Educators actively and explicitly teach children about various kinds of waste and whether it can be recycled.

Sustainable practices embedded at our service include:

- ✓ being conscious of saving energy eg using natural light and ventilation when possible.
- ✓ purchasing and using eco-friendly cleaning products · using recycled materials for arts and crafts.
- ✓ repurposing old materials for use in children's play.
- ✓ reusable cups, bowls, spoons, and forks used.
- ✓ using 2 large 180cm x 300cm and four smaller 180cm x 180cm recycled floor mats with Indigenous Australian designs. These are used to enhance existing activities such as mealtimes and construction, by moving them into outdoor areas to increase comfort levels of larger populations.
- ✓ OSHC gardens have been purchased and maintained. These give children additional responsibility to provide care for living things. OSHC gardens prompt children to think about what plants need to survive and be environmentally responsive.
- ✓ limiting the use of paper by emailing, electronic newsletters, text messages and using Skoolbag (communication app). All our enrolment forms and booking forms are done electronically through Fully Booked, unless there is an excursion in which case, we will print the daily roll for permission slips.
- ✓ children learning to reduce water waste and power wastage within the program through the water trough outside the gym and the sandpit tap being on timers so they automatically switch off and by the fluorescent lights in the gym and the toilet lights also being on timers.
- ✓ maintains a recycling area for all waste boxes, cans, cardboards, wastepaper etc.
- ✓ the importance of recycling waste resources, reducing pollution and looking after the environment is discussed during yarning circle.



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Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 3.1 – Design: The design of the facilities is appropriate for the operation of a service.

| Exceeding themes | |
|--|--|
| 1. Practice is embedded in service operations | <p>The OSHC service is very much part of the school environment. It is open and accessible for all. Children regularly access many different areas within the school.</p> <p>We consciously use and teach sustainable practices.</p> <p>We are fortunate to have strong connections with a local baseball club and through this the local oval and playground facilities. These are in walking distance.</p> |
| 2. Practice is informed by critical reflection | <p>Sustainability is a topic of discussion and reflection with children through the yarning circle on a regular basis as per OSHC program and critical reflection processes.</p> |
| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>Through lack of printed communication – digital communication</p> <p>Parents' ideas re waste management processes we have implemented this year – both at school and OSHC. Discussion has occurred through OSHC Advisory Committee meetings and Governing Council.</p> |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 3.2 – Use: The service environment is inclusive, promotes competence and supports exploration and play-based learning.

| Exceeding themes | |
|--|--|
| 1. Practice is embedded in service operations | Daily activities in nature play areas and other areas of the school grounds. A child who regularly attends ASC and Vacation Care who is in a wheelchair is supported by educators to participate in outside activities. |
| 2. Practice is informed by critical reflection | Choices of using physical environment of PPS is regularly discussed with the children to inform programming. Playing with friends in the extensive grounds of PPS is very important to children and this is reflected in feedback collected. |
| 3. Practice is shaped by meaningful engagement with families, and/or community | In the past, bike riding around the school has occurred during Vacation Care. Parents have requested this to be reintroduced eg School Closure Day and Vacation Care Program. |

Key improvements sought for Quality Area 3

Improvement Plan

| Standard/ element | Issue identified during self- assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|----------------------|--|---|---------------------|---|---|--------------|--|
| 3.2.3 | Sustainability | Increased children's awareness of sustainability practices, | H | Regular yarning circle discussions. Purchasing of recycled material in products. Modelling and teaching about why we do what we do. | Children using correct bins for waste. Children looking after their environment. | Term 3, 2023 | <p>Recyclable and waste bins purchased.</p> <p>Updated by Payal Malhotra Term 2 2022.</p> <p>Children planted sunflower seeds in term 1, 2023 as a sustainable practise in the OSHC nature area.</p> <p>Updated by Payal Malhotra 10/04/2023.</p> <p>Garden has started showing signs, waiting for flowers to blossom.</p> <p>Updated by Payal Malhotra 10/08/2023</p> <p>As OSHC is a part of the school and embraces culture and languages, This term Chinese language teachers and students have planted</p> |



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| | | | | | | <p>Chinese herbs in the OSHC garden.</p> <p>Updated by Payal Malhotra 30/03/2024</p> <p>During OSHC sessions, Children are encouraged to use waste card board. Papers, plastics and other waste resources to be used to make something creative and useful, in this way waste items are sustained and reused.</p> <p>Updated by Payal Malhotra 20/03/2024</p> |
| 3.2.3 | Lack of garden | Thriving OSHC garden beds | M | Supporting children to become environmentally responsible. | OSHC garden thriving due to children's care | <p>Garden was established.</p> <p>Updated by Payal Malhotra during Term 2 Vac Care</p> <p>Garden looking great from Meredith's</p> |



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| | | | | | | | <p>window ! Lots of colour.</p> <p>Updated by Meredith Starkey 2/06/2022</p> <p>More sustainability practices needed to be embedded in the program. Discussed in the Advisory agenda on 12/05/2023</p> <p>Update on 15/05/2023 Payal Malhotra</p> <p>As OSHC is a part of the school and embraces culture and languages, This term Chinese language teachers and students have planted Chinese herbs in the OSHC garden.</p> <p>Updated by Payal Malhotra 30/03/2024</p> |
| 3.1.2 | Lack of comfy furniture to relax | Children are relaxed and comfortable in the indoor space | M | Purchasing of two seater sofa, comfy chairs, homework table and low seat cushions to make the space | Children to treat the furniture properly and taking good care of it. | Term 3 2023 | Payal Malhotra (OSHC director) to get budget approved to buy new furniture. Needed to discuss with Tammy |



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| | | | | more relaxing and welcoming. | | <p>(School Principal) and Alison (Finance Officer)</p> <p>Updated by Payal Malhotra 15/07/2023</p> <p>New couches and mats with cushions bought from MTA and children are loving it as they are quite comfy and relaxing.</p> <p>Updated 12/11/2023</p> <p>OSHC has earned a good amount of profit in 2023 which will be used in the makeover of OSHC office, room and OSHC Kitchen. Payal, Tammy and Wendy are working on getting quotations from dept. We are expecting it to be done by the end of 2024 or early 2025.</p> <p>Updated by Payal Malhotra 30/3/2024</p> |
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Quality Area 4: Staffing arrangements

This quality area of the *National Quality Standard* focuses on the provision of qualified and experienced educators, co-ordinators and nominated and experienced supervisors who are able to develop warm, respectful relationships with children, create safe and predictable environments and encourage children's active engagement in the learning program. **Please note that a number of transitional and jurisdiction-specific regulations apply to staffing arrangements. Refer to Chapter 7 of the *Education and Care Services National Regulations* for more information.**

Additional information and resources about Quality Area 4 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 4: Standards and elements

| Standard 4.1 | Staffing arrangements enhance children's learning and development | |
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| Organisation of educators | Element 4.1.1 | The organisation of educators across the service supports children's learning and development. |
| Continuity of staff | Element 4.1.2 | Every effort is made for children to experience continuity of educators at the service. |
| Standard 4.2 | Management, educators and staff are collaborative, respectful and ethical. | |
| Professional collaboration | Element 4.2.1 | Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills. |
| Professional standards | Element 4.2.2 | Professional standards guide practice, interactions and relationships. |

National Law and National Regulations underpinning Quality Area 4

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 4 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|--|--------------------|
| Section 51(2) | Conditions on service approval (FDC Coordinators) | 4.1.1 |
| Section 161 | Offence to operate education and care service without nominated supervisor | 4.1.1 |
| Section 161A | Offence for nominated supervisor not to meet prescribed minimum requirements | 4.1.1 |
| Section 162 | Offence to operate education and care service unless responsible person is present | 4.1.1 |
| Section 163 | Offence relating to appointment or engagement of family day care co-ordinators | 4.1.1 |
| Section 164 | Offence relating to assistance to family day care educators | 4.1.1 |
| Section 164A | Offence relating to the education and care of children by family day care service | 4.1.1 |
| Section 169 | Offence relating to staffing arrangements | 4.1.1 |
| Section 269 | Register of family day care educators, co-ordinators and assistants | 4.1.1 |
| Regulation 117A | Placing a person in day-to-day charge | 4.1.1 |
| Regulation 117B | Minimum requirements for a person in day-to-day charge | 4.1.1 |
| Regulation 117C | Minimum requirements for a nominated supervisor | 4.1.1 |
| Regulation 118 | Educational leader | 4.1.1 |



| National Law and National Regulations | | Associated element |
|--|---|---------------------------|
| Regulation 119 | Family day care educator and family day care educator assistant to be at least 18 years old | 4.1.1 |
| Regulation 120 | Educators who are under 18 to be supervised | 4.1.1 |
| Regulation 123 | Educator to child ratios – centre based services | 4.1.1 |
| Regulation 123A | Family day care co-ordinator to educator ratios—family day care service | 4.1.1 |
| Regulation 124 | Number of children who can be educated and cared for – family day care educator | 4.1.1 |
| Regulation 126 | Centre-based services – general educator qualifications | 4.1.1 |
| Regulation 127 | Family day care educator qualifications | 4.1.1 |
| Regulation 128 | Family day care co-ordinator qualifications | 4.1.1 |
| Regulation 130 | Requirement for early childhood teacher – centre-based services – fewer than 25 approved places | 4.1.1 |
| Regulation 131 | Requirement for early childhood teacher – centre-based services – 25 or more approved places but fewer than 25 children | 4.1.1 |
| Regulation 132 | Requirement for early childhood teacher – centre-based services – 25-59 children | 4.1.1 |
| Regulation 133 | Requirement for early childhood teacher – centre-based services – 60 to 80 children | 4.1.1 |
| Regulation 134 | Requirement for early childhood teacher – centre-based services – more than 80 children | 4.1.1 |
| Regulation 135 | Early childhood teacher illness or absence | 4.1.1 |



| National Law and National Regulations | | Associated element |
|--|---|---------------------------|
| Regulation 136 | First aid qualifications | 4.1.1 |
| Regulation 143A | Minimum requirements for a family day care educator | 4.1.1 |
| Regulation 143B | Ongoing management of family day care educators | 4.1.1 |
| Regulation 144 | Family day care educator assistant | 4.1.1 |
| Regulation 145 | Staff record | 4.1.1 |
| Regulation 146 | Nominated Supervisor | 4.1.1 |
| Regulation 147 | Staff members | 4.1.1 |
| Regulation 148 | Educational leader | 4.1.1 |
| Regulation 149 | Volunteers and students | 4.1.1 |
| Regulation 150 | Responsible person | 4.1.1 |
| Regulation 151 | Record of educators working directly with children | 4.1.1 |
| Regulation 152 | Record of access to early childhood teachers | 4.1.1 |
| Regulation 153 | Register of family day care educators, co-ordinators and assistants | 4.1.1 |
| Regulation 154 | Record of staff other than family day care educators, family day care co-ordinators and family day care educator assistants | 4.1.1 |

Quality Improvement Plan for Quality Area 4

Summary of strengths for Quality Area 4

Strengths

Educational policy, program and practice influences our staffing arrangements. Plympton Primary OSHC staffing arrangements support the effective functioning of the service in the provision of a high-quality care and learning environment for children.

Educators at the service are guided in their practice, interactions and relationships by the service's philosophy and the Early Childhood Australia (ECA) Code of Ethics.

Educators regularly debrief about practice and use a range of critical reflective practices to improve care and learning provision.

Additional staffing is used to employ educators to best support children with additional needs.

Provision of additional safety and wellbeing for educators by the school's groundsperson who begins work at .7.00am and immediately working around the OSHC area to ensure it the areas remain inviting for all. By working in the area at this time, this provides another adult if required before the principal arrives at 7:30am. At the end of the day, the principal informs decorators if she is leaving before 6pm and we have cleaners in proximity until 6.30 each day.

Rosters are carefully planned and published using the online software Zen Shifts. Through this program, staff can input requests for leave and unavailability so that the rosters are accurate and reflect these requirements.

Ratio requirements for excursions and water experiences are always increased in the number of staff, as determined by our risk assessments, which are created by the director in consultation with the outside venues.

The consistency in staffing has been a priority due to unfortunately, changing of directors and educators. All staff are working well as a new team and are getting learning about each other and forming trusting relationships. It has been important that children and families have got to know the new staff. We have done this by face-to-face chats, name badges and uniforms. We use a notice board to profile staff. It is clearly stated for each session for families and children who is the responsible person and who are the educators.

The director communicates at during all sessions with each rostered educator on program and last minute changes to the activities, menu, medical management needs, children's needs and children's observations.

The director collects or lists for the responsible person at handover Reception children collection.

The educational leader is the school principal who is very involved in all aspects of the OSHC Service. Weekly meetings are held with the director and principal.

Staff meetings are planned as a critical part of our culture and improvement journey work, however DfE Covid restrictions have meant no face-to-face meetings have been unable to occur. Staff communicate through WhatsApp and journal reflections, emails and texts. Staff meetings hopefully will be able to occur face-to-face soon.

Two members of the OSHC team work closely with students that attend the school in the role of School Services Officers. This is an additional benefit to the service.

Six educators who have accepted responsibility for the role of Responsible Person when the director has other responsibilities.

Embedded quality practice staffing arrangements include:

- ✓ Team of responsible people of educators and director.
- ✓ OSHC working well as a team
- ✓ Effective online staff communication tools in WhatsApp.
- ✓ On going effective organisation of the director in relation to staff management and handover information if not at a session.

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 4.1 – Staffing arrangements: Staffing arrangements enhance children’s learning and development.

| Exceeding themes | |
|---|--|
| 1. Practice is embedded in service operations | Development and maintaining a team of qualified and unqualified staff has become embedded over 2022. |
| 2. Practice is informed by critical reflection | Critical reflection occurs in regular meetings with Director and Principal. Performance development practices have been introduced. General team building occurs through positive feedback, notes and acknowledgements using Whatsapp, personal notes and staff meetings and the Reflection Journal. |
| 3. Practice is shaped by meaningful engagement with families, and/or community | Photo board “Meet our OSHC Team” at suggestion from Governing Council as we have needed to have new staff this year. Staff profiles are displayed with roles and personal interests. Staff badges and staff vests are worn. |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 4.2 – Professionalism: Management, educators and staff are collaborative, respectful and ethical.

| Exceeding themes | |
|--|--|
| 1. Practice is embedded in service operations | Developed a supportive and positive team with clear understanding of their roles and expectations for all. Staff are welcoming to each other and highly respectful. Performance Development Plans are being developed for all staff. This is a new practice for educators. |
| 2. Practice is informed by critical reflection | Feedback is provided through personnel chats, feedback on Performance Development Plans and staff meetings. Critical reflection has become embedded practice for all staff. |
| 3. Practice is shaped by meaningful engagement with families, and/or community | Director and Principal respectfully listen and act on suggestions and concerns for Governing Council, OSHC Advisory Committee, and other parents/carers discussions. Follow up is provide to group or person concerned. |

Key improvements sought for Quality Area 4

Improvement Plan

| Standard/ element | Issue identified during self- assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|----------------------|--|--|---------------------|--|---|-----------------------|---|
| 4.2 | Collaboration and ethical and respectful behaviours very important in establishing a new OSHC Team with a new Director and many new educators. | A strong OSHC Team who want to work at PPS OSHC. | H | Instruction on expectations, ACESQA standards and expectations, DfE expectations and local expectations. | All educators are familiar with Code of Ethics. Educators are familiar with and respectful of multiculturalism which is celebrated at PPS. | Term 2 Ongoing | Code of Ethics discussed at staff meeting end of Term 2. Updated by Payal Malhotra and Meredith Starkey. Behaviours of educators and program implemented reflects respect of all children. families and staff. Updated by Meredith Starkey 8/09/2022 Children reflection on the educators being kind, caring and engaging has been received for term 1 and autumn vacation Care. Updated by Payal Malhotra 19/05/2023 |



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| | | | | | | | <p>Payal's PDP with the new department template has been reviewed by Tammy in the month of feb, scheduled to be reviewed every 6 months.</p> <p>Updated by Payal Malhotra 13/02/2024</p> |
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Quality Area 5: Relationships with children

This quality area of the *National Quality Standard* focuses on relationships with children being responsive, respectful and promoting children's sense of security and belonging. Relationships of this kind free children to explore the environment and engage in play and learning.

Additional information and resources about Quality Area 5 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 5: Standards and elements

| Standard 5.1 | | Respectful and equitable relationships are maintained with each child. |
|---|---------------|---|
| Positive educator to child interactions | Element 5.1.1 | Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included |
| Dignity and rights of the child | Element 5.1.2 | The dignity and the rights of every child are maintained. |
| Standard 5.2 | | Each child is supported to build and maintain sensitive and responsive relationships. |
| Collaborative learning | Element 5.2.1 | Children are supported to collaborate, learn from and help each other. |
| Self-regulation | Element 5.2.2 | Each child is supported to regulate their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts. |

National Law and National Regulations underpinning Quality Area 5

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 5 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|---|---------------------|
| Section 166 | Offence to use inappropriate discipline | 5.1.1, 5.1.2, 5.2.2 |
| Regulation 155 | Interactions with children | 5.1.1, 5.1.2, 5.2.2 |
| Regulation 156 | Relationships in groups | 5.2.2 |

Quality Improvement Plan for Quality Area 5

Summary of strengths for Quality Area 5

Strengths

Creating a sense of belonging for children and their families is an embedded practice at our OSHC Service. The focus is on building strong, secure relationships with children and families. Educators are attuned to and responsive to children's emotional states.

Diversity is a strength at Plympton Primary OSHC. We appreciate and value the range of cultural, linguistic and religious backgrounds of children and educators. We have several children with additional needs. Children report that there is no racism or bullying. Each child is respected for who they are and educators make constant efforts to support each child's growth, dignity and rights.

Educators respond promptly and respectfully if unsafe behaviours occur. Educators interact gently, calmly, and consistently and providing the child or children with appropriate behaviour options, ensuring the child knows that the interaction is for their own and others safety. When children have disagreements or aren't playing inclusively or fairly, educators implement restorative practices to resolve issues. Strategies are clearly known by children and include moving to a different space or a specific activity to support the individual child to regulation.

Educators are responsive to children's feelings. They respond openly and respectfully to children's conversations. Educators use positive body language and a reassuring tone of voice. Educators conduct and encourage positive conversations between children and with educators. Children demonstrate a sense of belonging as they have the confidence to contribute and ask educators to help them or provide them with activities they would like to be doing. For example, origami craft, dinosaurs, painting and other particular toys. Educators frequently engage children in discussion on opinions and views on different activities, school subjects and community situations and positive world events and encourage them to express individual opinions.

Educators are involved in the play activities and are regularly invited by the children to join their activity. Children comfortably approach educators for help, for reassurance and encouragement as well as to celebrate their achievements both at school, outside of school and at OSHC. Educators consistently support children's independence, choices and are responsive to their needs. The activities are organised to facilitate opportunities for children to play with, learn from and help peers.

Educators engage children in individual, small group and yarning circle time in discussion voicing opinions and views on different activities and opinions. Older children will often teach younger children how to play board or card games and engage them in other types of play. These are meaningful relationships which strengthen the collaborative culture of the OSHC Service.

Some children attend OSHC and Vacation Care less frequently. Educators focus on these children when attending to develop stronger relationships with them and develop stronger connections and sense of belonging.

Relationship with children is most important and we ensure that we:

- ✓ As we have a new staff team, director and educators have worked hard to form professional relationship and children and families
- ✓ Development of relationships occurs by daily meaningful conversations with educators to children and children to children
- ✓ Group activities are organised during the session to build collaboration and belonging
- ✓ Director and educators care about and have much information about each child
- ✓ Educators responsive to feelings and n=current needs
- ✓ Promotion of inclusion is embedded in our service
- ✓ Educators are respectful of children at al times and care alert for unsafe behaviours and respond promptly
- ✓ Educators make children smile each day!

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 5.1 – Relationships between educators and children: Respectful and equitable relationships are maintained with each child.

| Exceeding themes | |
|--|---|
| 1. Practice is embedded in service operations | Effective professional relationships are becoming embedded between nominated supervisor, new educators with children and families. Educators and children understanding Plympton Primary OSHC's unique cultural, linguistic, religious diversity of children and educators. Each Vacation Care program having a specific focus on one cultural/religious festival eg Term 1 Vac Care consisted of an African Day. Educators closely monitoring induction of new children to OSHC. |
| 2. Practice is informed by critical reflection | Educators working with children closely monitoring their belonging and engagement within the OSHC environment. Educators discussing any issues to resolve them with children and/or other educators. Yarning circle used to discuss positives of relationships and general issues (not specific naming a child or children) |
| 3. Practice is shaped by meaningful engagement with families, and/or community | Positives being regularly shared with families through informal conversations, photos on display, children's agency records. Feedback being sought from families through Governing Council chairperson. Feedback being sought from children attending OSHC by principal. |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 5.2 – Relationships between children: Each child is supported to build and maintain sensitive and responsive relationships.

| Exceeding themes | |
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| 1. Practice is embedded in service operations | <p>Children are engaged with educators in the different activities. Children can choose from a choice of activities to work with others.</p> <p>Educators ensure that no child is left out, unless they wish for some time alone.</p> <p>A feedback loop continually ensure that both the activities and groupings are meeting the needs of the children.</p> <p>Educators using restorative practices to work through issues between children.</p> <p>Expectations of the OSHC Service understood by children and educators.</p> <p>Routines are known and allow for flexibility when appropriate.</p> |
| 2. Practice is informed by critical reflection | <p>Educators are confident in reporting issues concerning children and seeking help and advice.</p> <p>Issues are documented and discussed as best ways to support both the child and the educator/s/</p> <p>Educators are supported by nominated supervisory and principal in their work with challenging children.</p> |

3. Practice is shaped by meaningful engagement with families, and/or community

Any issues relating to a child’s wellbeing is discussed by an educator or nominated supervisor with parent/carer. Principal is involved if any serious incidents or ongoing issues with or between children occur. DCP case workers are involved to support specific children’s needs. A courtesy call is provided to all parents/carers to notify them at the time of the any incident.

Key improvements sought for Quality Area 5

Improvement Plan

| Standard/element | Issue identified during self-assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
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| S 5.2 | <p>Accessing inclusion funding through Fully Booked.</p> <p>OSHC has currently been supporting through OSHC funds as we have been unable to access approved funding.</p> | To be able to access the inclusion support funding which has been applied for and granted for children with additional needs. | H | Meredith Starkey and Payal Malhotra to work together to get the problem with Fully Booked resolved. We will need to persist! | Funding released. | Term 2 Vacation Care | <p>Meredith Starkey applied for and was successful in obtaining inclusion funding that was for immediate and time limited.</p> <p>Updated December 2021 by Meredith Starkey.</p> <p>Contacted IDFM to request CCMS credentials. Credentials received.</p> |



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| | | | | | | <p>Updated 5/05/2022 by Payal Malhotra.</p> <p>Payal made an account on Proda linked it to inclusion support portal and, contacted IDFM for change in credentials, made IS case, applied for claims and finally Inclusion funding on board for children needed support, claims were successfully made for July vacation care. As immediate time limit funding is getting expired on 11 Dec,2022 Director Payal Malhotra is to start working applying for long term funding BSC, ASC and vacation care.</p> <p>Updated by Payal Malhotra 19/08/2022</p> <p>In term 1, 2023 Payal Malhotra (Director) with inclusion professional Jade martin applied for inclusion funding for 5</p> |
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| | | | | | | <p>days of pupil free days and also added another child for inclusion support has been added in the case. Both the cases got approved by IDFM and funding has been used.</p> <p>Updated by Payal Malhotra 15/05/2023 Vacation care case needs to be renewed before Nov 23, Payal to start working on barriers and strategies.</p> <p>Updated by Payal Malhotra 07/08/2023 Vacation care case renewed successfully for another year. Due in Nov 2024.</p> <p>Updated 25/11/2023 OSHC director has submitted the inclusion case during pupil free</p> |
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| | | | | | | | days. We are waiting for the approval Updated by :Payal Malhotra 20/03/2024 |
| S 5,2 | Utilising intervac funding through DfE | To achieve successful application through intervac for a number of children, | H | Payal Malhotra will write submission. | Funding provided for BSC and ASC | End of Term 2 | Payal Malhotra contacted DfE to apply for intervac funding to support needs of several children. Updated by Payal Malhotra 11/05/2022 Intervac planning tool and claim forms are submitted to DfE with the hours request as additional educator is rostered during July Vac Care and sometimes during term time when it is needed. Updated by Payal Malhotra. 05/09/2022 This has been the ongoing process. As the intervac funding case is expiring soon in |



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| | | | | | | <p>the month of June, Director has to re-apply for another year of funding.</p> <p>Updated by Payal Malhotra 19/05/2023</p> <p>Payal has taken off the funding for term time as children on intervac funding are not using care during term time. Currently, intervac funding for 1 child has been renewed to use during vacation care.</p> <p>Updated by Payal Malhotra 02/06/2023</p> <p>2 more children are added on the intervac case. Currently it is 3 children accessing intervac funding for term and vacation care.</p> <p>Updated by Payal Malhotra</p> |
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| | | | | | | | 15/03/2024 |
| S 5.1 | New staff developing understanding of restorative practices. | Common and consistent approach of all educators using restorative practices. | H | Meredith Starkey to run a training session at staff meeting | Restorative practices used by new educators and previous educators | End of Term 2 | <p>Training was provided at staff meeting on restorative practices by Meredith Starkey,</p> <p>Updated by Meredith Starkey 17 June,2022</p> <p>Restorative practices are not fully applied yet. An agenda item for further discussing and training with Meredith and Payal in the Term 3 staff meeting. We have new staff since Term 2 staff meeting.</p> <p>Updated by Payal Malhotra and Meredith Starkey 08/09/2022</p> <p>Informal chats with children and parents there is an improvement of management of</p> |



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| | | | | | | <p>Ongoing process</p> | <p>student behaviours over Term 3.</p> <p>Updated by Meredith Starkey and Payal Malhotra 12/09/2022</p> <p>Sticker chart and reward system has been on place along with discussion of behaviour strategies and updates on WhatsApp group has been very successful in dealing with children on spectrum and supporting educators to be consistent and regular with the approach.</p> <p>Updated by Payal Malhotra 18/05/2023</p> <p>Ongoing process</p> <p>Updated by Payal Malhotra 06/08/2023</p> |
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| | | | | | | <p>Consistent routines and expectations are very much helping with the behaviour management. Moreover, inclusion support and intervac funding during vacation care has been a great support for the safety and wellbeing of children with additional needs.</p> <p>Updated by Payal Malhotra 10/03/2024</p> |
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Quality Area 6: Collaborative partnerships with families and communities

This quality area of the National Quality Standard focuses on collaborative relationships with families that are fundamental to achieving quality outcomes for children and community partnerships that are based on active communication, consultation and collaboration.

Additional information and resources about Quality Area 6 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 6: Standards and elements

| Standard 6.1 | | Respectful relationships with families are developed and maintained and families are supported in their parenting role. |
|-----------------------------|---------------|---|
| Engagement with the service | Element 6.1.1 | Families are supported from enrolment to be involved in the service and contribute to service decisions. |
| Parent views are respected | Element 6.1.2 | The expertise, culture, values, beliefs of families are respected and families share in decision-making about their child's learning and wellbeing. |
| Families are supported | Element 6.1.3 | Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing. |
| Standard 6.2 | | Collaborative partnerships enhance children's inclusion, learning and wellbeing. |
| Transitions | Element 6.2.1 | Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities. |
| Access and participation | Element 6.2.2 | Effective partnerships support children's access, inclusion and participation in the program. |
| Community engagement | Element 6.2.3 | The service builds relationships and engages with its community. |

National Law and National Regulations underpinning Quality Area 6

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 6 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|---|--------------------|
| Section 175 | Offence relating to requirement to keep enrolment and other documents | 6.1.3, 6.2.1 |
| Regulation 157 | Access for parents | 6.1.1 |

Quality Improvement Plan for Quality Area 6

Summary of strengths for Quality Area 6

Strengths

Plympton Primary School families and children are welcomed and supported initially by the school principal with enrolment and introduction to the OSHC Service. All families and children meet with the principal and strengths, interests, background, needs are discussed. At these enrolment meetings, OSHC and Vac Care are discussed as part of the induction either for immediate access or possible future access. New families meet director as part of this process. After touring the school including areas used by OSHC we meet the OSHC Director for a further OSHC enrolment. The new child/children are closely monitored, by educators and paired with a buddy to support inclusion. At termly Principal Meetings and Tours, the OSHC director takes part and discusses the service.

Children starting school, the following year as Receptions at Plympton Primary School can attend the Vacation Care program over Christmas/January Vacation Care program. This enrolment is done by negotiation with the principal. We would generally start with a couple of days and build up their bookings over the period. If a child has additional needs or medical needs these are discussed in detail and families are informed that once the child has started school, we will apply for inclusion or intervac funding. It has been highly successful starting children in Vacation Care before starting school and this has supported their induction into the whole school environment.

Our service is seen as community service and we now have a number of families utilising Vacation Care who are not enrolled at Plympton Primary School. These numbers have increased over the last year. We have welcomed children and their families from 6 other schools.

Families have reported to the principal and nominated supervisor and through the Governing Council forum that they and their children now feel welcomed at OSHC. Children and families report that they are known and valued by OSHC educators. Prior to our new Director's appointment this year, families would inform the principal and Governing Council of their concerns in relation to management of the service and relationship breakdowns with staff.

The OSHC Service maintains open communication with and seeks expertise of school staff (eg principal, teachers, Wellbeing and Student Engagement Senior Leader, Pastoral Support Worker, Aboriginal Community Education Officer) to enhance knowledge of children and further develop programs

Creating a sense of belonging for children and their families is a high priority for educators at the service. The focus on building strong, secure relationships with children and families is embedded in our practices. We are achieving this by:

- ✓ The enrolment process is designed to be supportive of families and ensure that their child/children's needs are met when they start attending the service.
- ✓ The principal meets with the family, spends time talking to them and getting to know them and their child as well as explaining the enrolment process. Families receive an Family Information pack highlighting information about the OSHC and the school. enrolment pack and they are shown around the service and introduced to educators.
- ✓ OSHC families are represented on Governing Council and are members of OSHC Advisory and Facilities Committees.
- ✓ Families are invited to become involved in programs, raise concerns, provide suggestions and feedback. This is through written form, chats.
- ✓ Families often donate excess items from home eg material for dress ups or sewing, colouring ins left over from birthday parties etc. Some parents/carers ask for ways to be regularly involved in organisation.



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Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 6.1 – Supportive relationships with families: Respectful relationships with families are developed and maintained and families are supported in their parenting role.

| Exceeding themes | |
|--|--|
| 1. Practice is embedded in service operations | <p>Plympton Primary School OSHC has an embedded successful professional working relationships with Plympton Primary School Governing Council. The GC is the employing and governing body for OSHC. They are a very active group who are all critically interested in the success and management of the PPS OSHC Service.</p> <p>As a sub- committee from GC is the OSHC Advisory Committee.</p> <p>Both GC and OSHC Advisory Committee each meet twice per term.</p> |
| 2. Practice is informed by critical reflection | <p>GC is very much informed of successes and any issues relating to OSHC. The principal is the GC's delegate for day to day running of the OSHC Service. The chairperson of GC is also the chair of the OSHC Advisory Committee.</p> <p>GC receives i=on time regular written reports, proposals and Vac Care program etc to enable time to critically reflect and be an active decision making body. The OSHC Advisory Committee acts on advice and decisions as do the director and principal. Valuing and appreciation of the 2 way communication and decision making structures is most important.</p> |
| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>All parents are valued and their input is appreciated for who use our OSHC Service.</p> <p>OSHC continues to seek community engagement through parents, community groups and organisations.</p> |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 6.2 – Collaborative partnerships: Collaborative partnerships enhance children’s inclusion, learning and wellbeing.

| Exceeding themes | |
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| 1. Practice is embedded in service operations | Strong collaborative partnerships are embedded with Governing Council. Strong relationships are embedded with families using the OSHC Service. |
| 2. Practice is informed by critical reflection | Governing Council provides regular feedback and critical reflection to OSHC Advisory Committee, Director and Principal. This is very much valued by the PPS OSHC Service. Parents/cares using the service are comfortable expressing their opinions, raising any concerns with educators, Directors or Principal. This is highly encouraged. |
| 3. Practice is shaped by meaningful engagement with families, and/or community | Families are encouraged to provide suggestions through student and family suggestion boxes, to write critical reflections, to write emails and to chat with educators, Director and Principal. |

Key improvements sought for Quality Area 6

Improvement Plan

| Standard/element | Issue identified during self-assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|------------------|--|---|------------------|---|---|----------|--|
| 6.4 | Relationships with families and students | Stronger trusting relationships with the new team of educators. | H | Being approachable. Taking time to get to know children and their families. Following up of any issues. | Families and children report that they have good relationships with OSHC educators. | Term 2 | <p>Feedback sought from children Term 2 By Meredith</p> <p>Updated by Meredith Starkey Term 2, 2022</p> <p>Feedback collected by Meredith and Payal Term 3.</p> <p>Updated by Meredith Starkey and Payal Malhotra Term 3 2022.</p> <p>Written and verbal feedback provided by parents and carers.</p> <p>Updated by Meredith Starkey Term 3 2022.</p> |



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| | | | | | | <p>Term 2, 2023</p> <p>Staff has been very consistent and follows welcoming approach to make children feel comfortable in the environment. Feedback has been received in the OSHC children's reflection which has been very positive.</p> <p>Updated by Payal Malhotra 22/05/2023</p> <p>Ongoing process</p> <p>Updated by Payal Malhotra 10/08/2023</p> <p>New Reception children and families are very much liking OSHC and Children are always keen to attend OSHC which is shown in the increasing number of bookings.</p> <p>Updated by Payal Malhotra 10/03/2025</p> |
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| 6.1.3 | Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing | Families to up to date with the service information, latest updates, newsletters, child care subsidies, enrolment information. Family well being resources etc. | M | OSHC Director to make sure that recent OSHC updates, routines, fees programs, extracurricular activities, community events, support resources are available for families. | Families are aware of whats happening in OSHC, if there is any change in routines, program, fees, any subsidy or enrolment information is changed. To keep families up to date. | Ongoing process | <p>Payal Malhotra (OSHC Director) is making sure that any new information received is pinned on the OSHC board and also shared with families via email, skool bag etc.</p> <p>Updated by Payal Malhotra 09/08/2023</p> <p>All of the OSHC updates are shared with families via emails and newsletters. Pupil free days and vacation care program is displayed on the School and OSHC board for families to look at.</p> <p>Updated by Payal Malhotra 18/03/2024</p> |
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Quality Area 7: Governance and Leadership

This quality area of the National Quality Standard focuses on effective leadership and governance of the service to establish and maintain quality environments for children’s learning and development. Effective leaders establish shared values for the service that reflect the service context and professionalism and set clear direction for the service’s continuous improvement. Governance refers to the systems in place to support effective management and operation of the service, consistent with the service’s statement of philosophy.

Additional information and resources about Quality Area 7 are available in the [Guide to the National Quality Framework](#) and on the [ACECQA website](#).

Quality Area 7: Standards and elements

| Standard 7.1 | Governance supports the operation of a quality service. | |
|--------------------------------|---|---|
| Service philosophy and purpose | Element 7.1.1 | A statement of philosophy is developed and guides all aspects of the service’s operations. |
| Management systems | Element 7.1.2 | Systems are in place to manage risk and enable the effective management and operation of a quality service. |
| Roles and responsibilities | Element 7.1.3 | Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service. |
| Standard 7.2 | Effective leadership build and promotes a positive organisational culture and professional learning community. | |
| Continuous improvement | Element 7.2.1 | There is an effective self-assessment and quality improvement process in place. |
| Educational leadership | Element 7.2.2 | The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle. |
| Development of professionals | Element 7.2.3 | Educators, co-ordinators and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development. |

National Law and National Regulations underpinning Quality Area 7

The table below shows the sections of the National Law and National Regulations underpinning Quality Area 7 and lists the most relevant element of the NQS associated with each section and regulation. Please note that this table serves as a guide only and regulatory authorities have flexibility in how they assign non-compliance with the National Law and National Regulations against the quality areas, standards and elements of the NQS.

| National Law and National Regulations | | Associated element |
|---------------------------------------|--|--------------------|
| Section 21 | Reassessment of fitness and propriety (provider approvals) | 7.1.2 |
| Section 51(2) | Conditions on service approval (FDC co-ordinators) | 7.1.2, 7.1.3 |
| Section 56 | Notice of addition of nominated supervisor | 7.1.2 |
| Section 56A | Notice of change of a nominated supervisor's name or contact details | 7.1.2 |
| Section 161 | Offence to operate education and care service without nominated supervisor | 7.1.2 |
| Section 161A | Offence for nominated supervisor not to meet prescribed minimum requirements | 7.1.2 |
| Section 162 | Offence to operate education and care service unless responsible person is present | 7.1.2 |
| Section 162A | Persons in day-to-day charge and nominated supervisors to have child protection training | 7.1.2 |
| Section 163 | Offence relating to appointment or engagement of family day care co-ordinators | 7.1.2, 7.1.3 |
| Section 164 | Offence relating to assistance to family day care educators | 7.1.2 |
| Section 164A | Offence relating to the education and care of children by family day care service | 7.1.2, 7.1.3 |
| Section 165 | Offence to inadequately supervise children | 7.1.2 |
| Section 166 | Offence to use inappropriate discipline | 7.1.2 |

| National Law and National Regulations | | Associated element |
|--|---|---------------------------|
| Section 167 | Offence relating to protection of children from harm and hazards | 7.1.2 |
| Section 168 | Offence relating to required programs | 7.1.2 |
| Section 169 | Offence relating to staffing arrangements | 7.1.2 |
| Section 170 | Offence relating to unauthorised persons on education and care service premises | 7.1.2 |
| Section 171 | Offence relating to direction to exclude inappropriate persons from education and care service premises | 7.1.2 |
| Section 172 | Offence to fail to display prescribed information | 7.1.2 |
| Section 173 | Offence to fail to notify certain circumstances to regulatory authority | 7.1.2 |
| Section 174 | Offence to fail to notify certain information to regulatory authority | 7.1.2 |
| Section 174A | Family day care educator to notify certain information to approved provider | 7.1.2, 7.1.3 |
| Section 175 | Offence relating to requirement to keep enrolment and other documents | 7.1.2 |
| Section 188 | Offence to engage person to whom prohibition notice applies | 7.1.2 |
| Section 269 | Register of family day care educators, coordinators and assistants | 7.1.2 |
| Regulation 31 | Condition on service approval-quality improvement plan | 7.2.1 |
| Regulation 55 | Quality improvement plans | 7.2.1 |
| Regulation 56 | Review and revision of quality improvement plans | 7.2.1 |
| Regulation 158 | Children's attendance record to be kept by approved provider | 7.1.2 |
| Regulation 159 | Children's attendance record to be kept by family day care educator | 7.1.2 |

| National Law and National Regulations | | Associated element |
|--|---|---------------------------|
| Regulation 160 | Child enrolment records to be kept by approved provider and family day care educator | 7.1.2 |
| Regulation 161 | Authorisations to be kept in enrolment record | 7.1.2 |
| Regulation 162 | Health information to be kept in enrolment record | 7.1.2 |
| Regulation 163 | Residents at family day care residence and family day care educator assistants to be fit and proper persons | 7.1.2 |
| Regulation 164 | Requirement for notice of new persons at residence | 7.1.2 |
| Regulation 165 | Record of visitors | 7.1.2 |
| Regulation 166 | Children not to be alone with visitors | 7.1.2 |
| Regulation 167 | Record of service's compliance | 7.1.2 |
| Regulation 168 | Education and care service must have policies and procedures | 7.1.2 |
| Regulation 169 | Additional policies and procedures—family day care service | 7.1.2 |
| Regulation 170 | Policies and procedures to be followed | 7.1.2 |
| Regulation 171 | Policies and procedures to be kept available | 7.1.2 |
| Regulation 172 | Notification of change to policies or procedures | 7.1.2 |
| Regulation 173 | Prescribed information to be displayed | 7.1.2 |
| Regulation 174 | Time to notify certain circumstances to regulatory authority | 7.1.2 |
| Regulation 174A | Prescribed information to be notified to accompany notice | 7.1.2 |
| Regulation 175 | Prescribed information to be notified to regulatory authority | 7.1.2 |

| National Law and National Regulations | | Associated element |
|--|--|---------------------------|
| Regulation 176 | Time to notify certain information to regulatory authority | 7.1.2 |
| Regulation 176A | Prescribed information to be notified to approved provider by family day care educator | 7.1.2 |
| Regulation 177 | Prescribed enrolment and other documents to be kept by approved provider | 7.1.2 |
| Regulation 178 | Prescribed enrolment and other documents to be kept by family day care educator | 7.1.2 |
| Regulation 179 | Family day care educator to provide documents on leaving service | 7.1.2 |
| Regulation 180 | Evidence of prescribed insurance | 7.1.2 |
| Regulation 181 | Confidentiality of records kept by approved provider | 7.1.2 |
| Regulation 182 | Confidentiality of records kept by family day care educator | 7.1.2 |
| Regulation 183 | Storage of records and other documents | 7.1.2 |
| Regulation 184 | Storage of records after service approval transferred | 7.1.2 |
| Regulation 185 | Law and regulations to be available | 7.1.2 |
| Regulation 344 Tasmania | Working with vulnerable people registration – staff members | 7.1.2 |
| Regulation 358 Victoria | Working with children check to be read | 7.1.2 |
| Regulation 359 Victoria | Criminal history record check to be read and considered | 7.1.2 |

Quality Improvement Plan for Quality Area 7

Summary of strengths for Quality Area 7

Strengths

After a time of significant changes with directors and staffing since the October 2019 rating assessment (and similarly prior to this assessment) we are now in a position of strength with the current director and with the new staff who have been appointed. We are confident that the new director is a long-term permanent staff member and she has such a strong passion and commitment for Plympton Primary School community and the OSHC Service we provide.

Plympton Primary School's Governing Council has responsibility for the OSHC Service. The Governing Council take this role very seriously. We have a twice a term OSHC Advisory Committee consisting of Governing council members, director, and school principal. All OSHC Advisory meeting minutes are discussed at the twice a term Governing Council meeting. As well we have a Finance Advisory Committee and twice a term, OSHC financial matters are discussed in depth and reported back to Governing Council. All advisory committees and the Governing Council members are very committed and have a strong interest in OSHC and seriously take their responsibilities of being the approved provider of our OSHC Service with the legal liability and accountability. The principal had spent considerable time working with Governing Council and with new members ensure their understanding of the role of Governing Council as the approved provider and the implications of this.

The director and the principal meet at least once a week for a formal meeting. Once a fortnight this includes the school's finance officer. The director and principal touch base a few times during each day.

Fully Booked is a user-friendly software program in which parents can update their own details at any time. They are also able to update their child/ren(s) bookings which assists us in ensuring our ratio requirements are consistently met thus providing a higher quality service.

We utilise the function in Zen Shifts to upload staff documentation and implement reminders of upcoming expiration of said documents. We set the reminders up at 60-day and 15-day increments so that management can ensure the staff are aware of their obligation to follow up the renewed documentation.

The nominated supervisor uses and multitude of professional bodies and sources alongside educators at the service to develop the program. Some of these professional bodies and sources include but are not limited to: OSHCSA; Gowrie SA; Governing Council OSHC Advisory Committee and Governing Council; ACECQA. Child Care Centre Desktop.

Administrative systems enable the effective management of the service and contribute to the continuous improvement. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a care and learning community. These include:

- ✓ Using the Fully Booked system for enrolment, administration, medical and care information storage as well as staff records.
- ✓ Confidentiality being ensured as the service's computers are password protected.
- ✓ EDSAS being used for management of finances. Department for Education has several other systems which support the effective management of the service including work health and safety.

- ✓ Records of a sensitive nature (eg child protection) being stored securely in the principal's office. Other sensitive children and staff information is stored securely in locked a filing cabinet in the office to ensure confidentiality. Archived records are stored at the school. Records are archived and disposed of in accordance with legislative requirements.
- ✓ Governing Council as the approved provider, delegates to the principal to make notifications to the Regulatory Authority about changes to service operation and serious incidents on behalf of the service and would also notify should the service receive a complaint alleging a breach of legislation.
- ✓ Educators committed to working collaboratively with families and they consult families and their contributions are valued.
- ✓ The service is commitment to developing respectful relationship with families ensures minimisation of grievances and complaints and any escalation of these.
- ✓ The service having a Grievance Policy which outlines the rights and responsibilities of families, steps families can take to resolve concerns and what to do if they are not satisfied with the outcome at any step in the process.
- ✓ Service practices are based on well documented and clearly articulated policies and procedures.
- ✓ A review schedule is in place to ensure that all policies are reviewed regularly with input from educators, families, and governing council.
- ✓ All Covid requirements for OSHC as directed by Department of Education are followed. Regular discussions between the director and principal to ensure understanding of changes and close monitoring of children and staff.
- ✓ Required information that is displayed for families as well as with other current information. Other information and programs are also prominently displayed.
- ✓ The policy and procedure folder being easily accessible to families.
- ✓ Parent/carer phone numbers are saved in the OSHC mobile devices to assist in fast contact in the event of incidents, injuring or any other immediate communication. This also ensures quick access in the event of an internet outage or on an excursion.

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 7.1 – Governance: Governance supports the operation of a quality service.

| Exceeding themes | |
|---|---|
| 1. Practice is embedded in service operations | <p>Governing Council is the approved provider for Plympton Primary OSHC. This is an embedded role and this responsibility and is taken most seriously by all members of Governing Council, whether their child/children attend OSHC or not.</p> <p>OSHC is discussed as a standard agenda item at each Governing Council meeting (twice a term).</p> <p>Governing Council OSHC and Finance Advisory Committees also met twice a term and feedback minutes and areas for discussion and approvals to Governing Council. These two advisory committees at each Governing Council meeting share on the improvement work, financial situation and viability of the OSHC Service.</p> <p>Governing Council had input into the new philosophy statement and have electronic copies of the QIP and OSHC policies.</p> <p>Advisory Committees and Governing Council meetings have required to be held by Webex online meetings. Advisory Committees are now able to be held by face to face meetings,</p> |
| 2. Practice is informed by critical reflection | <p>Critical reflection occurs at each advisory and Governing Council meeting. As examples. the review and input into the new OSHC philosophy.</p> <p>OSHC Advisory Committee, Finance Advisory Committee and Governing Council have carefully monitored numbers of children attending BSC, ASC, Vacation Care and Pupil Free Days because of Covid-19 on OSHC numbers as well as SA Health and Department for Education restrictions on program delivery in terms of staffing, inability to have excursions and incursions (for a period), needing to have strict hygiene processes.</p> <p>The principal has reported to Governing Council that all OSHC staff, non OSHC staff (eg excursion and incursion providers and bus drivers) have provided her with sighted vaccination records.</p> <p>Input by educators into the philosophy statement and sharing of the QIP.</p> |
| 3. Practice is shaped by meaningful engagement with families, and/or community | <p>The principal is highly involved in all aspects of OSHC as the delegate of Governing Council.</p> <p>Families are invited to comment on different aspects of the management and direction of OSHC.</p> <p>Families have had opportunities to reflect on the new philosophy statement.</p> <p>Parent reps can join the OSHC Advisory Committees and not be on Governing Council. This has occurred previously.</p> <p>OSHC Advisory Committee and Governing Council approve and influence Vacation Care program eg Governing Council asked that a venue for Term 1, 2022 Vacation Care program being changed as the thinking was it was not inclusive of a broader age range. The director is always able to make changes to accommodate any such requests.</p> <p>The OSHC Advisory and Governing Council frequently provide positive comments on many aspects of the OSHC program and service.</p> |

Summary of strengths in practice where there is evidence of Exceeding NQS themes

Notes:

- This Exceeding NQS section is to be completed when there is evidence of one or more of the Exceeding NQS themes demonstrated in the practice at your service.
- Additional information about the Exceeding NQS themes is available on ACECQA's [Exceeding the NQS](#) webpage.

Standard 7.2 – Leadership: Effective leadership builds and promotes a positive organisational culture and professional learning community.

| Exceeding themes | |
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| 1. Practice is embedded in service operations | Building a new OSHC staff team this year (and last year) has been a priority with a new director and many new educators due to staff finishing their degrees and moving into the work force of their profession and many pre-service teachers on placements. This has been difficult with inability to meet as planned in groups due to DfE Covid restrictions prohibiting staff meetings. We established a What's Up aa team for formal and informal chatting and sharing of information. This had worked very well. We are looking forward to being able to have a staff meeting soon. |
| 2. Practice is informed by critical reflection | Educators have opportunities for input into the management of the OSHC Service. Training, apart form online training eg RRGAN-EC has been limited due to our inability to provide training through staff meeting forum. |

3. Practice is shaped by meaningful engagement with families, and/or community

Building trusting and professional relationships with families and the school has been critical in the first term of Payal Malhotra as director. Shaping of OSHC practices is only now occurring after the establishment of these relationships through feedback conversations, letters, suggestion box etc, As well, with a large number of new educators during BSC, ASC and Vacation Care families have similarly needed to build relationships with these educators. Photos, information about each person, name badges and OSHC vests with documentation of who is working at each session is developing these relationships. As of 18/05/2022 while families and school relationships with Payal Malhotra are embedded, this is still a work in progress with new educators.

Key improvements sought for Quality Area 7

Improvement Plan

| Standard/element | Issue identified during self-assessment | What outcome or goal do we seek? | Priority (L/M/H) | How will we get this outcome? (Steps) | Success measure | By when? | Progress notes |
|------------------|---|---|------------------|--|---|---------------|---|
| S 7.1 | Policies needed to be written, some reviewed and discussed at Governing Council | Compliance with policies and procedures | H | Meredith Starkey and Payal Malhotra to write/review policies and procedures. To discuss at OSHC Advisory Committee. To inform Governing Council and be approved. | Compliance of policies and procedures as per NQS Regulations. | End of Term 2 | <p>Payal Malhotra and Meredith Starkey are working on policies and getting it reviewed by Governing Council.</p> <p>Updated by Payal 25/05/2022</p> <p>Payal has started working on procedures, reviewing it with Tammy (School Principal)</p> <p>Updated by Payal Malhotra 13/03/2024</p> |



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| | | | | | | <p>excursion attendance record while embarking and disembarking the transport vehicle discussed in the staff meeting. Educators have followed the records and documented, has been a great help with the supervision and keeping children safe.</p> <p>Updated by Payal Malhotra 20/05/2023</p> <p>Head counts has been an ongoing process with the addition of adding head count on the fully booked as a regular practise.</p> <p>Updated by Payal Malhotra 09/08/2023</p> <p>Payal will be discussing supervision plan with staff in term 1 2024 staff meeting. This will help staff to position to have a direct line of</p> |
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| | | | | | | | vision and children under active supervision. Updated by Payal Malhotra 30/03/2024 |
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