

Waubra Primary School Outside School Hours Care Complaints Policy



Aim:	The aim of this policy is to ensure Waubra Primary School Outside of School Hours Care (OSHC) personnel understand how to receive and respond to complaints and grievances and the procedures to be followed in investigating complaints and grievances by a families and carers, children, stakeholders, or colleagues.
Date of Operation:	24/04/2026
Review Date:	24/04/2027

POLICY

Complaints or grievances may be received from anyone who comes in contact with Waubra Primary School OSHC Service including but not limited to families and carers, volunteers, students, members of the local community and other agencies. In most cases, dealing with complaints and grievances will be the responsibility of Waubra Primary School OSHC. All complaints and grievances, when lodged, need to be initially assessed to determine whether they are a general or a notifiable complaint.

When a complaint or grievance has been assessed as 'notifiable', the Waubra Primary School OSHC will notify Department of Education and Training (DET) Quality Assessment and Regulation Division (QARD) and the school of the complaint or grievance. Notifications to QARD will be made through the National Quality Agenda IT System (NQA ITS) portal. The Waubra Primary School OSHC will investigate the complaint or grievance and take any actions deemed necessary, in addition to responding to requests from and assisting with any investigation by QARD.

There may be occasions when the complainant reports the complaint or grievance directly to QARD. If this occurs, QARD is responsible to then notify Waubra Primary School OSHC about a complaint they have received. After this, Waubra Primary School OSHC is still responsible to investigate and deal with the complaint or grievance as outlined in this policy, in addition to co-operating with any investigation by QARD.

QARD will investigate all complaints and grievances it receives about a service, where it is alleged that the health, safety, or wellbeing of any child within the service may have been compromised, or that there may have been a contravention of the Education and Care Services National Law Act 2010 (National Law) and the Education and Care Services National Regulations 2011 (National Regulations).

All staff should feel safe and confident to raise concerns, issues, complaints and provide feedback about their workplace. It is important that employee complaints are appropriately addressed, managed efficiently and effectively, and resolved at the workplace level if possible.

Waubra Primary School OSHC is committed to:

- Providing an environment of mutual respect and open communication, where the expression of opinions is encouraged
- Ensuring all personnel, including volunteers and students, understand and adhere to all Waubra Primary School OSHC policies and deliver high quality education and support
- Complying with all legislative and statutory requirements
- Dealing with disputes, complaints and complainants with fairness and equity
- Establishing mechanisms to promote prompt, efficient and satisfactory resolution of complaints and grievances
- Maintaining confidentiality at all times.

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Waubra Primary School School Council is responsible for:

- Being familiar with the National Law and the National Regulations, service policies and constitution, and complaints and grievances policy and procedures
- Identifying, preventing, and addressing potential concerns before they become formal complaints/grievances
- Being aware of, and committed to, the principles of communicating and sharing information with service employees and volunteers
- Responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- Treating all complainants fairly and equitably
- Complying with the OSHC Privacy and Confidentiality Policy and maintaining confidentiality at all times (Regulations 181, 183)
- Investigating and resolving grievances
- Informing QARD in writing within 24 hours of receiving a notifiable complaint (refer to Appendix 1: Definitions) (Act 174(4), Regulation 176(2)(b))
- Taking appropriate action in response to grievances
- Addressing employees concerns and complaints.

The Nominated Supervisor is responsible for:

- Ensuring that the name and telephone number of the Responsible Person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service (Regulation 173(2)(b) of the National Regulations)
- Ensuring that the address and telephone number of the QARD Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service (Regulation 173(2)(e))
- Advising families and carers of the OSHC Complaints Policy upon enrolment
- Ensuring that this policy is available for inspection at the service at all times (Regulation 171)
- Responding to and resolving issues as they arise where practicable
- Maintaining professionalism and integrity at all times
- Discussing minor complaints directly with the party involved as a first step towards resolution (the parties will be encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- Dealing with situations in which an issue is unable to be resolved by: - Notifying Waubra Primary School OSHC if the complaint escalates and becomes a grievance is a notifiable complaint (refer to Definitions) or is unable to be resolved appropriately in a timely manner - Providing the complainant with the contact number of the appropriate Waubra Primary School OSHC Nominated Supervisor if they wish to speak with someone immediately - Working with Waubra Primary School OSHC as required and providing information requested by Waubra Primary School OSHC; for example, written reports related to the complaint/grievance
- Complying with the Waubra Primary School OSHC Confidentiality and Record-keeping Policy and maintaining confidentiality at all times (as required by National Regulations, r181)
- Working cooperatively with Waubra Primary School OSHC and DET in any investigations related to complaints or grievances about the service, programs, or staff
- Informing complainants of this Complaints Policy
- Complying with the service's Confidentiality and Record-keeping Policy and maintaining confidentiality at all times (Regulations 181, 183 of the National Regulations)
- Raising concerns directly with Waubra Primary School OSHC school council (Refer to Appendix 2: Raising a concern or complaint as an employee)

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- Ensuring that all staff understand and follow complaint processes (Refer to Appendix 1: Definitions)
- Ensure that staff are supported if they make or report a complaint about any aspect of service delivery (Refer to Appendix 3: Child Care Subsidy Complaints)

Families and Carers are responsible for:

- Raising a complaint directly with the person involved, in an attempt to resolve the matter in accordance with this policy
- Communicating any concerns relating to the management or operation of the service as soon as is practicable • Raising any unresolved issues or concerns directly with Waubra Primary School OSHC
- Maintaining complete confidentiality at all times
- Co-operating with requests to meet with Waubra Primary School OSHC and/or provide relevant information when requested in relation to complaints and grievances.
- Providing families and carers with information to make a complaint. In relation to Child Care Subsidy complaints (refer to Appendix 3: Child Care Subsidy Complaints)

Roles and Responsibilities

Role	Responsibility
Educators and Supervisors	Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy All Educators are responsible for the daily implementation of the policy when directly supervising children.
School Council / Principal	Provide official sign off on the Policy

Policy Review

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Waubra Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from QARD, received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., families and carers, school community etc. will also inform policy updates and review.

REFERENCES

Legislation, Standards and Provisions

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Family Law Act 1975 • Child Care Subsidy Secretary's Rules 2017 \(legislation.gov.au\)](#)
- [National Quality Standard, Quality Area 7 – Governance and Leadership](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Public Interest Disclosures Act 2012 \(Vic\)](#)
- [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#)
- [Information Privacy Act 2000 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)
- [Privacy Regulations \(Cth\)](#)
- [Public Interest Disclosures Act 2012 \(Vic\)](#)

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Supporting Documents

- **Department Education and Training (DET) - School Operations**
[Department Education and Training: School Council](#)
[Department of Education and Training: School Council – Conduct and Conflict of Interest](#)
- **Department Education and Training (DET) - Human Resources**
[Department Education and Training - Complaints Information for Employees](#)
[Department Education and Training: Conflict of Interest](#)
[Department Education and Training: Report Fraud or Corruption](#)
[Department Education and Training: Speak Up Service](#)
- **Australian Children's Education and Care Quality Authority (ACECQA)**
[ACECQA National Quality Standard National Quality Agenda IT System](#)
- **Australian Government Department Education, Skills and Employment (DESE)**
[Child Care Provider Handbook - Child Care Subsidy System](#)
[Guide to Additional Child Care Subsidy \(child wellbeing\)](#)

Acknowledgement

I acknowledge:

- receiving the Waubra Primary School OSHC Complaints Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:	Meaghan Hallcroft
Signed:	Mhallcroft
Date:	24/04/2026
Waubra primary School OSHC sign off:	Date: