
**Jinibara State School
Parent's and Citizens
Association Outside School
Hours Care**

**Family Information
Package**

Family Handbook Check Sheet

Welcome to Jinibara State School P&C Association Outside School Hours Care service. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. All educators employed at our service are trained in First Aid, CPR and the management of Anaphylaxis and Asthma. Our educators hold a wide range of qualifications related to the care of children and hold a current Blue Card from Blue Card Services.

Jinibara State School P&C Association Outside School Hours Care service is an Approved Service under the Education and Care Services National Law Act 2010 and Regulation 2011, and is regulated by the Office for Early Childhood Education and Care. Jinibara State School P&C Association Outside School Hours Care service must comply with this Act and Regulation in regards to the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

We are committed to the National Quality Framework process and are committed to the principals of quality improvement.

We hope that you find this information package helpful and informative.

With this enrolment pack you will find a number of forms and a Family Handbook which outlines for you how our service is run. Please use this checklist below to ensure you have received and completed the relevant information.

In package:

- Jinibara State School P&C Association Outside School Hours Care service Enrolment Form
- Jinibara State School P&C Association Outside School Hours Care service Family Handbook

- I have received all of the above information.
- I have had the opportunity to have an interview with the Coordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns or voice any questions I had.
- I understand it is my responsibility as parent/guardian to apply for Child Care Benefit, and the Service will not be able to apply CCB to my fees until this process has been completed.
- I have read, and agree to abide by the Jinibara State School P&C Association Outside School Hours Care service Policy and Procedure Manual.
- I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on this form changes.

Signed: _____ (Parent/Guardian)

Date: _____

Service Representative: _____

Position: _____

Jinibara State School P&C Association Outside School Hours Care

Early Learning and Development Centre
50 Cottontree Drive
Narangba QLD 4504

Contact Details:

Co-ordinator: Sarah Lahiff

Tel: 07 3491 1254

Email: oshc@jinibarass.eq.edu.au

Provider Numbers:

Before School Care 1-5AWON1
After School Care 1-5AWOP1
Vacation Care 1-5AWOSP

Hours:

Before School Care	6:30am - 9:00am
After School Care	3:00pm - 6:30pm
Vacation Care	6:30am - 6:30pm
Pupil Free Days	6:30am - 6.30pm
Public Holidays	Closed

Management Committee Contact Details:

Jinibara State School P&C Association
07 3491 1222

Fees and Charges (before Commonwealth Child Care Benefit reductions)

Before School Care (includes breakfast): \$15.00
After School Care (includes afternoon tea): \$20.00
Vacation Care and Pupil Free Day (includes morning and afternoon tea): \$55.00
(Additional fees are charged for excursion days. Please ask Coordinator about amounts)

Bond Fee (due on enrolment)

Levy per family of two weeks fees or \$60.00 – whichever is greater.
(This bond on enrolment is to cover fees which may not be recouped should you leave the service with fees outstanding)

Remove this sheet and stick to fridge for easy reference!

Jinibara State School P&C Association

Outside School Hours Care

Family Handbook

Table of Contents

1. About Our Service:

- 1.1 Service Philosophy
- 1.2 Service Goals
- 1.3 Approved Provider
- 1.4 Policy and Procedures
- 1.5 Enrolment and Orientation
- 1.6 How We Communicate with Families
- 1.7 Respect for Children
- 1.8 Child Protection
- 1.9 Use of Photos
- 1.10 Priority of Access and Non-Discriminatory Access
- 1.11 Confidentiality
- 1.12 Parent Code of Conduct
- 1.13 Educators, Staff Members and Volunteers
- 1.14 Concerns, Complaints and Suggestions
- 1.15 Non Smoking

2. Caring for Your Child:

- 2.1 Arrivals and Departures
- 2.2 Late Collection
- 2.3 Children Leaving Without Permission
- 2.4 Expectation of Children
- 2.5 Custody
- 2.6 Safety
- 2.7 Sun Safety
- 2.8 Immunisation and Infectious Diseases
- 2.9 Health and Hygiene
- 2.10 Illness and Injury
- 2.11 Medical Conditions and Medication
- 2.12 Daily Routines
- 2.13 Homework
- 2.14 Food and Nutrition
- 2.15 Breakfast, Morning Tea and Afternoon Tea
- 2.16 Behaviour Management
- 2.17 Damage to Equipment of Facilities
- 2.18 Students, Visitors and Volunteers
- 2.19 Excursions
- 2.20 Transport
- 2.21 Clothing
- 2.22 Babysitting
- 2.23 Program Planning
- 2.24 Personal Effects

3. Payment for Care:

- 3.1 Payment of Fees and Outstanding Fees
- 3.2 Childcare Benefit
- 3.3 Bookings
- 3.4 Attendance
- 3.5 Absences from Care
- 3.6 Additional Absences

About our Service

1.1 Our Philosophy

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

At Jinibara State School Parent's and Citizens Association Outside School Hours Care Service we believe in the importance of building relationships, with children, families and the community, through meaningful interactions, honesty and respect. We value all children, families and community members for their similarities and differences and for the valuable contribution they all make to our service.

We aim to provide a welcoming, home-like environment where children and families feel safe, secure, supported and a sense of belonging. We pride ourselves on building strong relationships with children and families and on working collaboratively, engaging with families, towards the best interests of the children.

We believe that, as School Aged Care Educators, we have the ability to strongly influence the lives of children in our care and we strive to do this in an ethical and respectful manner. We take pride in our roles as educators, assisting children to learn through play, spontaneity, choice and the use of scaffolding.

We strongly encourage family involvement in any capacity as we believe it is vital to our Service and to the building of a strong and mutually respectful relationship.

The Service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.2 Our Goals

Jinibara State School P&C Association Outside School Hours Care service has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care.

Our goals are to encourage children to:

- **Build relationships** – the Service aims to teach children to build relationships with other children, educators and the community so that they may feel connected to their world and can contribute to that world openly.
- **Expand communication skills** – we aim to encourage children to be confident learners and to gain the ability to communicate with people from all walks of life with positivity and respect, thus being able to display a strong sense of wellbeing.
- **Develop resilience and self-regulation** – our Service aims to teach children to demonstrate a capacity for self-regulation and resilience, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges and to encourage them to bounce back when they are down.
- **Develop life skills** – our Service aims to teach children a variety of life skills to enhance their global development and to encourage the development of a strong sense of identity. We aim to encourage children to take increasing responsibility for their own health and physical wellbeing and to develop independence.
- **Show respect and empathy for others** – in developing respect for others and the ability to show empathy, children are able to contribute to their world and become strong in their social and emotional wellbeing. We aim to teach children to learn to interact with others with care, respect and empathy to develop their strong sense of identity.
- **Develop self-esteem** – we aim to nurture children so they are able to show confidence in themselves, develop positive dispositions and develop knowledgeable and confident self-identities.
- **Collaborate with peers and Educators** – our Service aims for children to be confident and involved learners who are capable of collaboration and who enjoy contributing to their world.
- **Citizenship** – we want our children to be socially responsible. Our aim is for our children to show appreciation for the environment and to develop respect for our world and the people and creatures who inhabit it. We believe in the importance of children feeling that they belong; to our Service, to community and to their world. This involves developing citizenship skills such as responsibility, collaboration, cooperation and negotiation.
- **Have FUN** – our highest aim is to provide an environment where children can relax and have FUN.

As we strive towards these goals, our program provides a range of activities, routines, experiences and events. This includes indoor and outdoor play, quiet and active experiences, and planned and spontaneous events.

Family support and communications– to provide an environment where families have the opportunity to contribute to the decisions and operations of the Service. To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support. To regularly reflect on and re-evaluate all issues relevant to the operation of Jinibara State School Parent's and Citizens Association Outside School Hours Care operations.

1.3 Approved Provider

Jinibara State School P&C Association is the Approved Provider for Jinibara State School P&C Association Outside School Hours Care Service.

Parent participation is encouraged throughout all aspects of the service. The executives and members of the P&C Association support the staff with the day to day running of the service. Bi-Monthly meetings are held on the second Wednesday of each month in the staffroom of Jinibara State School from 7:00pm. These meetings have an agenda so that they can be kept short, items for discussion can be submitted to the Coordinator or member of the executive of the association up until 5 pm the day before the meeting.

Policies and management issues should be directed to the P&C via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

A Strategic Plan has been developed for our Service. It is briefly reviewed at each bi-monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the Service are involved in the Strategic Plan.

1.4 Policies and Procedures

Jinibara State School P&C Association Outside School Hours Care service has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept at the sign in area.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Details in this manual are correct at the time of printing.

Policies and procedures are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the service. A meeting will take place on enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make your child's time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

Information will be required from the parent/guardian. Refer ***Enrolment & Orientation Policy*** for details.

If your child has additional needs, including ongoing medical conditions, a meeting may take place between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of educators and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the Coordinator and/or educators for information relating to

- your child's enrolment at this service including the activities and experiences provided by the service;
- the service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved; and
- the goals about knowledge and skills to be developed through activities and experiences.

See *Enrolment & Orientation Policy & Communication with Families Policy*.

1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include a weekly newsletter via Jinibara State School which can be accessed via the schools website www.jinibarass.eq.edu.au or subscribed through Australian Newsletters. Posters and brochures are available throughout the service and at the parent area, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We provide these in a number of languages and can help with further contacts if you need them.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Co-ordinator if you have any concerns.

We are an Approved Service with the Office for Early Childhood Education and Care.

We have been assessed and rated under the National Quality Standards, receiving an overall rating of Meeting National Quality Standard. A copy of the full Assessment and Rating Report is

available for your perusal. Information on the National Quality Standards is available at the Parents/Guardians sign in area and updated regularly.

See *Communication with Families Policy*.

1.7 Respect for Children

The best interests of the child are our paramount concern at Jinibara State School P&C Association Outside School Hours Care service and our service endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

See *Respect For Children Policy*.

1.8 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

See *Child Protection Policy*.

1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Jinibara State School P&C Association Outside School Hours Care. These photos may be used **within** the service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission.

Employees of Jinibara State School Parent's and Citizens Association Outside School Hours Care Service shall only be permitted to photograph children using equipment owned solely by the OSHC Service or school (if shared equipment).

Processing of photographs shall be conducted at Professional photographic laboratories or within the Service using the printing equipment available.

To protect the privacy of families, children with their own electronic devices (e.g., mobile phone, DSI, etc.) will not be permitted to photograph other children or educators with their own electronic devices.

1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 6. We are able to provide care for early high school age children if we have available CCB places and if these children abide by service Policy and Procedures. Prep children are able to commence care from the first day of the year in which they will attend School.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Education, Employment and Workplace Relations (See Section 6.3 of the current Child Care Service Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

Priority 1—a child at risk of serious abuse or neglect

Priority 2—a child of a single parent who satisfies, or, of parents who both satisfy, the work, training, study test under section 14 of the *A New TaxSystem (Family Assistance) Act 1999*

Priority 3—any other child.

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

See Access Policy.

1.11 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the ***Record Keeping & Confidentiality of Records Policy***. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see Coordinator about accessing these records.

1.12 Parent Code of Conduct

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the ***Complaints Handling Policy*** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- **There will be no swearing or raised voices**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if the person does not respond to requests to leave the premises**

1.13 Educators, Staff members and Volunteers

All educator qualifications and child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

1 staff for every 13 children at the service

The Management of the Service supports in-service professional development for all employees and believes that it should continue throughout each employee's career. All educators have First Aid qualifications and have a wide variety of experience in SAC, recreational, sporting and childcare settings. Employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All employees hold a current Blue Card, issued by Blue Card Services. Two educators are present at the service at all times.

Photos of educators are displayed at the Parent Information area so that you are aware of who is watching your children.

Refer Educator, Staff members and Volunteers Policies and Educator Ratios Policy.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for Management Committee are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular P&C meetings, parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.

1.15 Non Smoking

To maintain the ongoing health and wellbeing of children, families, educators and community members, the Service actively encourages and provides a smoke free environment. This demonstrates a commitment to the health and wellbeing of all who use the Service.

Refer Non Smoking Policy

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies, telephone calls of authorisation can be made to the service. If you require your child to attend activities within the school grounds, written authority must be given. Educators will not be available to escort children to these activities due to educator ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in to the Service for care have not arrived within ten minutes of expected arrival, a search of classrooms and school grounds will be conducted and parents/guardians will be contacted on the numbers provided.

Refer Arrivals and Departures of Children Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.30pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service. If your child is not collected on time, a late fee of \$20.00 will be charged immediately after 6.30pm (for the first 15 minutes), with a further \$1.00 payable every minute thereafter. The correct time will be recorded on the sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.45pm and emergency contacts cannot be reached, the Coordinator will contact the police for further advice.

Refer Arrivals and Departures of Children Policy.

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

Refer Arrivals and Departures of Children Policy.

2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see supervisors (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying
- We are active members of our community

In collaboration with our children, we have written basic rules for the service. These are displayed prominently in the service and discussions are held regularly regarding these rules.

- ✓ Be safe
- ✓ Be respectful
- ✓ Be responsible

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

See Acceptance & Refusal of Authority Policy.

2.6 Safety

Evacuation and lockdown plans are situated at the entrance to each area and on the Parent Notice Board. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly; should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire-fighting equipment is serviced every six months.

Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment and Lockdown Policy.

2.7 Sun Safety

Sun safety will be practiced at our service throughout the whole year. Parents will be asked to provide a broad brimmed SunSmart hat which protects the face, neck, ears and crown of the head for their child and encourage them to wear it. Parents will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible.

Refer Sun Safety Policy

2.8 Immunisation and Infectious Diseases

Through the service enrolment procedures, parents/guardians will be requested to provide a copy of their child's immunisation history statement. For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered 'unknown' or 'not up-to-date', until such time as the correct immunisation documentation is provided. If a child's immunisation status is deemed 'not up to date' (i.e. vulnerable children) they will be requested to be collected from the service should there be a case of an infectious disease. Families of vulnerable children whose enrolments have been accepted (with or without conditions) will not be eligible for Child Care Benefit (CCB) or Child Care Rebate (CCR) subsidies.

The Service strives to remove immediate and/or serious risks to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children, educators and parents, with infectious diseases will be excluded from attending the Service to prevent the diseases spreading to others. ***Refer Childhood Immunisation Policy and Infectious Diseases Policy***

2.9 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Educators and other staff members observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and/or food preparation activities. Hand rubs may be used where soap and water are not accessible.

Jinibara State School P&C Association Outside School Hours Care service is a smoke free environment.

Refer Health and Wellbeing Policies.

2.10 Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Incident, Injury, Trauma & Illness Policy, Child Safe Environment Policy and Infectious Diseases Policy.

2.11 Medical Conditions and Medication

The service recognises the increasing prevalence of children attending services who have been diagnosed with various medical conditions. Such medical conditions can include, but are not limited to, allergies, diabetes, anaphylaxis, asthma and autism. Parents will be requested, through the initial enrolment procedures to ensure that the service is made aware of any medical conditions that their child may be suffering. Information regarding the severity of the medical condition and any required treatments will need to be provided.

All children diagnosed with a moderate or severe medical condition will need a Medical Management Plan, outlining what to do in an emergency, provided by families. All educators and families shall be required to follow this plan. Each plan shall be displayed in the staff communication area.

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.

Separate forms are to be completed for children suffering from Asthma.

All medication will be administered by the Coordinator or educator nominated by the Coordinator and will be recorded in a Medication Register which will be signed off by another witness.

Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form.

Refer Health and Wellbeing Policies.

2.12 Daily Routines

Children are signed in by parents each morning. If your children have not yet had breakfast they may have some supplied by the service. Morning routine can consist of children completing home work, reading, playing board games, playing sports and doing craft. Prep and Year One children will be escorted from the Outside School Hours Care service to classrooms at 8:50am. Children in years Two and above will be allowed to walk to classes between 8:30am and 8:50am.

Children are signed in by an educator immediately after school. A light, nutritious snack will be served around 4:00pm, following an opportunity for indoor and outdoor play straight after school. A variety of activities such as cooking, craft, sports and music are offered daily with opportunities for unstructured play also available to all children.

2.13 Homework

The Service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. A home work book is kept at the sign in desk if you require your child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work.

Refer Homework Policy.

2.14 Food and Nutrition

This Service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. The Service encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

Refer Food & Nutrition Policy

2.15 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Our weekly menu is displayed in the kitchen and on the parent notice board. Detailed information about our ***Food and Nutrition Policy*** is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.16 Behaviour Management

The aim of Jinibara State School P&C Association Outside School Hours Care service is to provide an atmosphere where children have positive and active experiences during their stay.

We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given the opportunity to calm down and reflect on their behaviour in a quiet space. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and educators.

Refer Responsible Behavior Plan for Students Policy

2.17 Damage to equipment or Facilities

As part of every-day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

2.18 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

Refer Volunteers & Students Policy.

2.19 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
 - Proposed destination
 - Times of departure and return
 - Method of transport used
-

- Activities to be undertaken
- The educator/child ratio

Children are required to have footwear for ALL excursions. Children MUST wear a broad brimmed hat and sun screen at all times during outdoor activities. The Service does have a limited supply of hats for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Refer Excursion Policy.

2.20 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

Refer Transport for Excursion Policy and Vehicle Restraint Policy

2.21 Clothing

During Before and After school care children will usually be dressed in school uniform.

During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Shoes will be worn when in the hallway or bathrooms and in some areas outside. Broad-brimmed hats will be worn at all times during outside play. Appropriate clothing should be worn on excursions, particularly if children will be exposed to the sun for any period of time.

Refer Preventative Health and Well Being Policy.

2.22 Babysitting

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.23 Program planning

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all

activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

The Coordinator or Educational Leader will happily discuss any aspect of the program with interested parents. The weekly program is permanently posted on the Parent Notice Board.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer Educational Program Development & Planning Policy.

2.24 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, video games, hand held computer games, mobile phones etc. The Coordinator/educators must be made aware that children have these items and they should be clearly named with permanent identification.

Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

See Children's Property & Belongings Policy

Section

3

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. The Management Committee will set fees based on the annual budget (*see **Budgeting and Planning Policy***) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent Notice board, OSHC social media site and newsletters.

The fee policy at our service is that all accounts must be paid weekly or fortnightly and be kept one week in advance. The method of payment for fees at our centre is through Ezidebit. This will ensure families accounts remain within the centre fee policy guidelines and also maintains the security of your child's booking at our Centre.

Accounts are issued weekly and payment is due weekly or fortnightly. Payments are direct debited as per your Ezidebit agreement. Receipts will be issued when payment has been received.

Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency may be appointed to recover outstanding money. Contact the Coordinator to discuss payment of outstanding fees, confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Benefit (CCB) and (CCR)

Childcare Benefit is a payment made to eligible families to assist with the cost of work or study related childcare. The Childcare Rebate (CCR) is an additional payment to eligible families to cover 50% of their out of pocket child care expenses.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCB and CCR. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Childcare Benefit calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Benefit and Childcare Rebate Fee reductions are paid directly to services and are itemised on the family account.

3.3 Bookings

At Jinibara State School P&C Association Outside School Hours Care service we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit and approved places there may be some days we will have to refuse care to casual bookings.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will not be attending on a particular day.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- 24 hours notice for Before and After School Care booked session;
- 2 working days notice for Vacation Care.

Allowable or Approved Absences will be used for all other instances, including absences due to illness.

3.5 Absences from Child Care

Families receiving Childcare Benefit are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

Absence days cannot be recorded for a child before the child has begun care or after a child has left care.

3.6 Additional Absences

Once all the first 42 absence days have been used CCB will also be payable for absences taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCB may be paid as long as:

- they are taken for the reasons specified above, and
 - supporting documentation (where required) is provided, and
 - they are days on which care would otherwise have been provided.
-