



FAMILY

HANDBOOK



oshc@jinibarapandc.com



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Jinibara State School, 50 Cottontree Dr, Narangba

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This handbook has been developed to provide families with a quick and easy to read reference guide to how our service works. It contains extracts from our Policies and Procedures Documents. For full details on any of the topics covered in this handbook, please refer to the complete policy documentation available at the service.

This handbook does not supersede information contained in the Services' Policies and Procedure documents. In the event of any inconsistencies, the Policies and Procedures document will be referenced for final determination.

We'd love to hear your feedback about the contents of this handbook and if you would like any other information provided!



We will nurture the children in our care to be happy, confident, inquisitive and imaginative young children and support them in being future leaders of our world.

At Jinibara OSHC our goal is to provide an inclusive and child-orientated environment that allows children to develop skills and independence through quality programming and positive child-educator relationships. We aim to offer our children fun and interactive experiences that provide for their social, physical, emotional and intellectual development, whilst building upon the interests and passions of the individual child. We encourage a collaborative culture that creates a strong sense of belonging within Jinibara and the wider community.

We believe:

- in working collaboratively with families and the community, engaging with them, for the best interests of the children,
- that, as Educators, we can 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 leisure and play,
- in building relationships, with children, families, carers and the community, through meaningful interactions, honesty and respect,
- that, through the provision of a program supported by the My Time, Our Place learning framework, we can support our children and families,
- 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.

We value:

- all individuality and a child's right to express themselves in a safe and caring environment,
- all children, families and community members for their similarities and differences and for the valuable contribution they all make to our service,



- providing a welcoming, home-like environment where children and families feel safe, secure, supported and a sense of belonging,
- strong family involvement as we believe it is vital to our Service and to the building of a strong and mutually respectful relationships.



SERVICE CONTACTS

NOMINATED SUPERVISOR

SARAH-LYN LAHIFF

CO-ORDINATOR

SARAH-LYN LAHIFF

ASSISTANT CO-ORDINATOR

JESS STARR

CONTACT DETAILS
169 150

(07) 3491 1254 OR 0491

oshc@jinibarapandc.com



HOURS OF OPERATION

BEFORE SCHOOL CARE 6:30AM-9:00AM

VACATION CARE 6:30AM-6:30PM

AFTER SCHOOL CARE 3:00PM-6:30PM

PUPIL FREE DAYS 6:30AM-6:30PM

CHRISTMAS CLOSED FOR 2 WEEKS *DATES ANNOUNCED ANNUALLY

PUBLIC HOLIDAYS CLOSED



HOW TO ENROL

To enrol:



Interested parents can fill out our online Enquiry form or contact the service on oshc@jinibarapandc.com OR 3491 1254

The service will then determine availability before inviting you to fill out our online enrolment form.

BOOKINGS AND CANCELLATIONS

PERMANENT

If you require a regular booking, please request via your OWNA enrolment form or in writing via email.

Two week's notice via email required for change or cancellation of bookings. The change of booking form is found in the OWNA app.

All absences are charged.

CASUAL



One-off bookings can be made via the OWNA app. Please note bookings must be made 24 hours in advance. We rarely have capacity to accept same day bookings.

One weeks' notice required to cancel a casual booking without charge, which can be completed via the OWNA app.

VACATION CARE

Vacation care bookings can be made via the OWNA app. Bookings for vacation care will open to all families when the program is complete and confirmed. Families will be notified via OWNA, Facebook and within Service when bookings open. Please note, vacation care frequently books out quickly. We rarely have capacity to accept last minute bookings.

One weeks' notice required to cancel a vacation care booking without charge, which can be completed via the OWNA app.

TERMINATING CARE

Terminating a child's enrolment requires 2 weeks written notice. Please contact the service for further information.

ABSENCES

It is the responsibility of the parents/guardians to notify the service if your child will be absent from After School Care.

Please note that the school does not automatically inform the OSHC of absences.

Absences can be notified via the OWNA app

**FAILURE TO NOTIFY THE SERVICE FOR AFTER SCHOOL CARE (ASC) ABSENCES
WILL INCUR A FEE OF \$10.00 PER CHILD.**

FEE SCHEDULE

OSHC fees are charged according to the different sessions of care. 2025 fee schedule.

Before school care permanent	\$21 per child, per session
Before school care casual	\$21 per child, per session
After school care permanent	\$26 per child, per session
After school care casual	\$26 per child, per session
Vacation care/pupil free day	\$65 per child, per session + incursion (If any) costs

Please note: this is the fee schedule before any eligible rebates are applied to your account. Full fees are payable until childcare subsidy information has been provided and confirmed via MyGov.



ADDITIONAL CHARGES

LATE PICK-UP FEE	6:30PM-6:40PM: \$1.00 PER MINUTE 6:40PM-7PM: \$10 FOR ABOVE CHARGE + \$30 FLAT RATE TOTALLING \$40 AFTER 7PM: \$40 FOR ABOVE CHARGE + \$40 FLAT RATE TOTALLING \$80
FEE FOR FAILING TO NOTIFY OF NON-ATTENDANCE	\$10 PER CHILD
DIRECT DEBIT DISHONOUR FEE	\$2.50 CHARGED BY FAT ZEBRA
MISSING SIGN IN/OUT	\$10 PER CHILD PER INSTANCE

ALL PAYMENTS MUST BE MADE VIA DIRECT DEBIT (SIGN UP UPON ENROLMENT VIA THE OWNA APP). FOR OVERDUE AMOUNTS, A ONE-OFF PAYMENT CAN BE MADE USING THE OWNA APP.

ARRIVALS AND DEPARTURES

Our responsibility here at JINIBARA OSHC for the child begins when they enter the premises and ends when they exit the premises. As such, the service has strict sign in and out procedures including which persons are authorised to collect children from the service.

BEFORE SCHOOL CARE (BSC)

1. Children will be signed in by a parent, guardian or persons otherwise nominated on the child's account.
2. Children cannot sign themselves into service.
3. OSHC staff will sign the children out upon departure from service to attend school.

AFTER SCHOOL CARE (ASC)

1. Children will be signed in by OSHC staff upon arrival at the service.
2. Children will be signed out by a parent, guardian or persons otherwise nominated on the child's account.
3. Children will not be permitted to leave with any adult, parent or otherwise who staff do not recognise. The Service reserves the right to ask for photo identification at any time, to any person on the premises.
4. Children cannot sign themselves out.

All authorised persons must use their own assigned log in code to sign in/out children.

It is a legal requirement for the service to have accurate records of your child's attendance at the service. Failure to sign you child in or out puts the service at risk of being in breach of our obligations. Therefore, we take it very seriously when carers fail to comply.



BEFORE SCHOOL CARE

- Children must be signed in on the OWNA kiosk system (tablet at front of Service)
- Breakfast is provided in the ELDC building until 7.30am
- Children in grades 3-6 move to the hall from about 7:15am
- Children have access to room resources and outdoor spaces, as well as the programmed sport and craft activities.
- Availability of spaces depend on the number of children present.
- Prep – grade 1 children are escorted to their teachers at 8:40am
- Grade 2 children are released to school at 8:40am
- Grade 3 – 6 children are released to school at 8:30am

AFTER SCHOOL CARE

- Prep – grade 1 children are collected by OSHC staff from their teachers at 3pm.
- Grade 2 Children make their way to their OSHC meeting points once released from school.
- Grade 3- 6 - Children make their way to their OSHC meeting points once released from school.

-Children are checked in and offered the option to engage in programmed activities aligned with the My Time Our Place framework.

These activities encompass a range of options such as physical sports, arts and crafts, imaginative and dramatic play, STEM pursuits like cooking or science experiments, free play within the OSHC facilities or outdoor playgrounds, as well as interactive activities like loose part play in the sandpit.

- **Afternoon tea is available for all children from 3:15 – 3.45pm.**

- A Late snack is offered at 5.15pm

- At 4.45 pm, grades 3-6 commence the process of packing up, in order to consolidate areas with the senior children (grades 3-6) joining the Prep to year 2 children in the ELDC building.

EXTRA CURRICULAR ACTIVITIES (ECA)

For those carers with a child attending ECA in the afternoons, a signed permission form detailing the ECA provider name, contact details, times of activity and permission to sign your child out must be completed and provided to the service. No child will be released for an activity in the absence of a permission form. The service will not be held liable for the attendance of the child, nor any penalties should the child not attend.

BEHAVIOUR MANAGEMENT

The Service and its staff work hard to provide a safe and encouraging environments for all children in our care.

Below provides examples of the work our Educators put in to set children up for success. It also details how the Service manages differing levels of challenging behaviours from children and the potential outcomes. See our *Behaviour Management Policy* for full details.

All staff work with children and families to attend to any behaviours where necessary, to meet the goals of the individual and the Service.

We find it beneficial for parents to also discuss behavioural expectations with their children before attending service, and to familiarise the children with what to expect when in care.

PROACTIVE Encouraging positive behavioural choices	Example Educator Response & Responsibilities	
	<ul style="list-style-type: none"> Before doing an activity, set out the rules and expectations, particularly for younger children. Work to ensure all children understand instructions before proceeding. Be aware of your own tone and volume of voice, and body-language to engage and foster the respect of children. An engaged and busy child is more likely to produce positive behaviours than – be enthusiastic, encourage children to participate, and learn to recognize signs of boredom to pre-empt escalation of behaviour. 	

MINOR Reminder about rules and redirection	Examples of Behaviour to Manage	Example Educator Response & Responsibilities
	<ul style="list-style-type: none"> Not using manners Running in quiet, inside areas, and on concrete Rudeness/disrespectful language Accidental swearing (e.g. because of pain) Not sharing OSHC resources 	<ul style="list-style-type: none"> Calm and considered verbal reminder to child. Remember to tell children what they CAN do, not just what they can't do. Give resolutions or redirections appropriate to the behaviour and the child's personality.

MODERATE Reflection Time Community Service Removing privileges Redirection to other activities	Examples of Behaviour to Manage	Example Educator Response and Responsibilities
	<ul style="list-style-type: none"> Throwing objects, sticks, equipment (without the intent to harm) Accidental hitting (e.g. as a result of play-fighting) Intentional swearing Refusal to follow reasonable instructions. 	<ul style="list-style-type: none"> If appropriate, explore the cause of the behaviour through conversation and attempt to resolve issues before escalation. A <i>Behaviour Incident Report</i> may be required, and parents may be notified. Parents may be phoned. Repeated moderate behaviours may constitute a Major behaviour

MAJOR Redirection Reflection time	Examples of Behaviour to Manage	Example Educator Response & Responsibilities
	<ul style="list-style-type: none"> Violence and threatening towards others or themselves. 	<ul style="list-style-type: none"> Parents are phoned for collection

Immediate Removal from Service Suspension Termination	<ul style="list-style-type: none"> • Defiance of a safety-related or other reasonable instruction • Bullying • Destruction of equipment or property • Intentionally leaving activity or area without permission • Leaving the school grounds 	<ul style="list-style-type: none"> • Meeting will be set with families to review support plan and future bookings (as per <i>Termination and Suspension of Enrolment Policy</i>).
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GENERAL EXPECTATIONS OF CHILDREN

CHILDREN'S RIGHTS:

- To play within a safe and accepting environment.
- To be treated fairly and with respect by all persons at the service.
- To feel supported by staff and peers when taking on new challenges.
- To be given the opportunity to offer their opinion and know that it will be respected.
- To have input into the daily program.
- To feel accepted by both staff and peers for their individual differences, whether it is language, culture, learning ability or lifestyle choices their family has made.
- To have any changes that will affect a child's time at OSHC thoroughly explained.
- To expect any problems to be handled in a supportive respectful manner
- To expect any personal matters noted in enrolment forms or discussed with any member of staff by a child or parent shall be held in the strictest of confidence.

THE SERVICE'S EXPECTATIONS OF CHILDREN:

- Play in a safe, sensible manner. No running in areas where running is forbidden.
- Follow all the rules of the service.
- Speak clearly and use an appropriate tone of voice. No yelling and never use swear words.
- Be respectful and always do what you are reasonably asked by an educator.
- Ask questions when they are confused or unsure of what is expected of them.
- Listen carefully when other people (educators, parents, other children) are talking to them.
- Try to see another person's point of view.
- Remember the importance of personal space. That means no hitting, kicking, spitting or even touching another person if they don't want that contact.
- Think of other people's feelings and how actions, such as teasing, may hurt someone else.
- Watch out for the safety of themselves and others.
- Be respectful of other people's property. Ask for permission from the owner BEFORE the item can be touched.
- Return things to the correct place when children have finished playing with the item, whether it belongs to the Service or another child.
- If another child has lent a personal item to them, they do not have the right in turn to pass it on to someone else.
- No stealing.
- No bullying.
- Play with toys and other equipment carefully and respectfully to limit damage.
- Keep themselves busy; be actively involved in the various programmed activities.
- Speak with educators if they ever feel threatened whether at home or at the service.
- Try new ideas as suggested by educators even if they do not always agree with them.

Remember the educators always have the children's best interests and safety at heart.

FOOD AND NUTRITION

We follow the guidelines of Nutrition Australia to provide a healthy range of fruit, vegetables, and snacks. We make as much fresh on site as possible. The weekly menu is displayed at the entrance to service.

Breakfast: served until 7.30am for BSC

Afternoon tea: Available sometime between 3:15 pm – 3:45pm.

Late snack: offered at 5.15pm

Vacation care: breakfast, morning tea, afternoon tea and late snack provided



ALLERGIES: *Allergies are catered for where possible and whilst we endeavour to meet requirements, we cannot guarantee that the service is completely allergen free nor provide extensive alternative dietary options.*

It is mandatory that appropriate medical measures are in place with the service to manage any potential reactions for known allergens.

SELECTIVE EATERS: *If you feel that your child may be selective in their food choices to the point they will not consume OSHC provided foods, please pack alternative food for your child when they attend service to ensure adequate sustenance.*

ILLNESS AND INJURY

JINIBARA OSHC undertakes comprehensive risk assessments to minimise and avoid injury, illness and trauma occurring. Our efforts to ensure safety of the children also include:

- First aid and CPR training
- Asthma and Anaphylaxis training

Educators are trained to assess whether an incident can be deemed as **Minor, Moderate or Major.**



Minor: will only be logged in the service's wellbeing logs and the child attended to where necessary.

Moderate: appropriate aid will be administered where required, An incident report will be completed and sent to parents/guardian via OWNA

Major: appropriate aid will be administered. An incident report will be completed and sent to parents/guardian via OWNA. A phone call to the parent/guardian will also be made to advise and determine any further actions necessary.

MEDICATION

As per regulations, and in interest of the health and wellbeing of the child, JINIBARA OSHC will only accept medication in its original packaging with a chemist label attached. Parents/guardians will need to provide written permission with detailed instruction regarding administration of medication.



Emergency Medications: if a child is diagnosed with Asthma or Anaphylaxis, they will not be able to attend unless the service has been provided with the correct medication that is in date, and correctly labelled.

JINIBARA OSHC reserves the right to refuse care of any child with a life-threatening condition who have not provided the correct medication and action plans.

SUN SAFETY

In the interest of the children's health and wellbeing, sun safety is practiced and enforced at JINIBARA OSHC throughout the entire year.

It is the parent/guardian's responsibility to:



- Provide a broad brimmed hat, and
- ensure their child is wearing a shirt with sleeves during vacation care (singlets and midriffs are not permitted)
- Water Activities – *Please note, sun safe bathing attire is required for any water activities – e.g. swim shirts/rashies etc to cover shoulders. Bikinis /tankinis or the like, as well as boardshorts without a top OR other such bathing attire that leaves shoulders exposed, do not meet our sun safe guidelines unless worn beneath swim shirts or other protective type wear*



It is the responsibility of service staff to provide and ensure application of 50+ sunscreen, seek shaded areas for children to play and avoid unnecessary exposure to the sun, paying attention to the UV rating.

HOMEWORK

In accordance with our learning framework, *My Time Our Place*, OSHC is set up as a leisure space to support children's emotional, social and physical development. As such, we do not provide dedicated space or tutorship for children to complete homework. Should they choose to do homework, they may do so of their own accord.



VACATION CARE

JINIBARA OSHC operates vacation care during all school holiday periods, with the exception of a two-week closure over Christmas/NYE (dates announced annually).

To book:

- children must be firstly enrolled in the service (however they do not need to attend BSC or ASC to attend vacation care).



- All bookings can be made via the OWNA app casual booking system. During vacation care, the service provides breakfast, morning tea, afternoon tea and late snack, as well as a range of programmed activities, themed events, incursions and excursions. Vacation care sessions book out quickly, so families are encouraged to book promptly to avoid disappointment.

CODE OF CONDUCT

It is an expectation that all families communicate appropriately with staff at JINIBARA OSHC at all times. This includes adopting the following qualities in all interactions with employees of the Service, other families and all children (including your own)

- **Honesty – Integrity – Inclusivity – Respect - Confidentiality**

Hostile communication and abuse is not tolerated. Contact the service for access to the full Code of Conduct policy. Please note that any breach of the code of conduct may result in written warnings, suspension or exclusion from the service.



COURT ORDERS

It is a requirement of your enrolment that if there are any custody issues, court orders or parenting plans, that the service is informed and kept up to date. These details must be provided upon enrolment or when they are first determined, and updated in writing as changes occur.



Whilst every care will be taken to follow parenting plans and court orders, there may be instances in which we cannot prevent breaches from happening. Our educators cannot expose themselves or other children to an unacceptable risk of personal harm or use force. If a child is taken in contravention of a court order, the police and custodial parent will be contacted immediately.

GRIEVANCE PROCEDURE

In the event of a grievance, complaint or concern, families are encouraged to:

1. Approach the service's Responsible Person (RP) at the time (See our noticeboards for who is an RP). For simple concerns, attempts will be made to find a resolution at the time of initial discussion. The Responsible Persons may elect to refer the family member to the Co-ordinator if the issue raised requires management input.
2. In the event the issue is referred to the Co-ordinator OR if the family feels as though their grievance has not been resolved, they should contact the service Co-ordinator. This can be done verbally, but written communication is preferred.
Ph: 07 3491 1254 or oshc_coordinator@jinibarapandc.com
3. The Co-ordinator will contact the family within two (2) business days, where possible, of receiving the grievance to organise next steps.
4. If the outcome is still not satisfactory, then the complaint will be passed onto the Nominated Supervisor or Approved Provider for review.

