



# **Hillcrest Christian College Outside School Hours Care**

## **Parent Handbook**

OSHC operates out of Reedy Creek Baptist Church  
10 Gemvale Road  
Reedy Creek QLD 4227

Welcome to Hillcrest Christian College Outside School Hours Care (OSHC).

We look forward to providing our OSHC service to your family and trust that your child will enjoy the many benefits of this program. Your child will be cared for in a personal way within the context of a Christian learning environment. Children are the focus of our ministry: we view every child as a unique and special gift from God. We are a government funded service therefore eligible families are able to claim the CCS (Child Care Subsidy).

This Parent Handbook has been designed as a guide to provide you with the relevant information about our OSHC service and also information about our policies and procedures. Some policies are summarized in this handbook. If you require a translation of this handbook, please let us know and we will endeavor to provide your family with this service. If you require any of the specific OSHC policies, these can be located in the OSHC administration area. We encourage all families to contribute to the review of all policies and procedures.

Our OSHC service is run by our OSHC Coordinator and Educational Leader, Shannon O'Hearn. Shannon can be contacted on 0400 212 656 or by email [oshc@hillcrest.qld.edu.au](mailto:oshc@hillcrest.qld.edu.au)

### **Philosophy**

We believe all children are a gift from God. At Hillcrest OSHC we strive to create an environment that makes children feel safe, supported, respected and acknowledged for their unique identities. We encourage self-discipline, interdependence and curiosity. We believe that each child's developmental, cultural, spiritual and personal interests are important as we want them to grow, learn and develop into a confident individual with a strong sense of self.

We offer a fun, play based environment where children can be free to choose their activities on their own or as part of a group. We use this as a means to identify a child's individual strengths, interests and needs. We work with parents to help their children grow into well rounded individuals who care for their world.

### **Fee Structure**

Fees are to be paid fortnightly. A statement of account will be emailed out to all families every Monday fortnight. Your child's account will be charged for the previous 2 weeks and needs to be paid in full by Friday of that week. As per our fee policy, if your account falls into arrears your child's placement will be suspended until payment is made on the account. Our OSHC has Eftpos and Direct Deposit payments available. Late fees are charged if children remain in the centre after closing times.

Should a child leave the service and fail to attend on their last day, FULL FEES WILL BE APPLIED for and or all of such days due to cessation of care.

If a family's Child Care Subsidy (CCS) drops out or is cancelled due to a child's immunisation not being up to date, it will be the parent's responsibility to pay the full cost of fees until the matter is resolved with Centrelink.

Family Enrolment	\$25.00
Before School Care Daily Fee	\$19.00 permanent   \$21.00 casual
After School Care Daily Fee	\$23.00 permanent   \$25.00 casual
Vacation Care Daily Fee	\$53.00 permanent   \$58.00 casual

\*\* Please note – Vacation Care will be charged at \$58.00 per day if booking is after cut-off date. Excursions and incursions will incur an extra cost.

\*\* If children are collected for the OSHC service after 6.00pm, a \$1.00 per minute will be charged to the parent's account.

Our OSHC service is closed for all public holidays and student free days, where a student free day is not attached to vacation care. Our service operates 50 weeks per year.

### **Bookings**

For our OSHC service you may acquire permanent days each week, or a casual booking, providing we have vacancies. Our OSHC service requires 48 hour's notice to cancel before 9am for all Before School Care or After School Care bookings. If your child is going to be away and will not be attending Before School Care or After School Care, please phone the OSHC coordinator on 0400 212 656.

### **Government Assistance**

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality child care. A family's eligibility is subject to an income test, which is administered by the Department of Human Services (DHS). It is the responsibility of the parent to register for the CCS. Information and forms can be accessed from the DHS Office (through Centrelink) or families can call direct on 136 150. With the introduction of the Government's Child Care Management System (CCMS), families will receive a CCS fee reduction only if they have registered with Centrelink, are eligible for CCS, have a formal enrolment at the centre and the centre has received confirmation from the Government pertaining to the percentage of CCS they are eligible for. If parents are not eligible for CCS full fees must be paid.

Families receiving Child Care Subsidy are allocated 42 absent days for each child per financial year. Once the child has reached 42 absent days, CCS is not paid for any further absences, unless listed as part of our absence policy.

### **Ensuring Quality Care & Education**

Hillcrest Christian College OSHC is an approved service under the Education and Care Services National Law 2011 and the Education and Care Services National Regulations 2013. A copy of these documents can be located in the OSHC admin area for perusal. The OSHC service is regulated by the Early Childhood Education and Care, Department of Education, Training and Employment and complies with the Act and Regulations.

The National Quality Framework (NQF) introduced in all services in 2012, requires Hillcrest Christian College OSHC to undertake a quality rating and assessment process. The National Quality Framework sets a new national benchmark for the quality of education and care services. Our OSHC service works under the My Time, Our Place framework. The National Quality Framework is divided into seven quality areas:

1. Educational Program & Practice

2. Children's Health and Safety
3. Physical Environment
4. Staff Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities.
7. Leadership and Service Management.

For more information in regards to the National Quality Framework, please speak to the OSHC Coordinator or you can also find more information on the website:

[www.acecqa.gov.au](http://www.acecqa.gov.au)

### **Before School Care**

**Before School Care operates from 6.30am – 8.20am.** Breakfast will be served to children from 6.30am – 7.30am. Breakfast includes cereals and toast with various spreads. If your child arrives after 7.30am they will not be served breakfast as the children will be preparing to get ready to board the bus for school. Children will also have the choice of quiet activities or they can finish any homework or assignments that they may have. The Hillcrest Christian College school bus will collect the children from Reedy Creek Baptist church at 8.00am. Prep children will be taken to their classroom by an OSHC Educator.

### **After School Care**

**After School Care operates from 3.00pm – 6.00pm.** Prep children will be collected from their classrooms by an OSHC Educator at 2.45pm. Children will then meet at the bus with the OSHC Educators at 3.00pm. The bus will leave at 3.15pm or once all children have been marked off by the OSHC Educators. Once the children arrive at Reedy Creek Baptist Church, children will be signed into the service by the OSHC coordinator and children will wash hands ready for afternoon tea. Homework is encouraged and children are able to participate in indoor and outdoor supervised activities such as art and craft, board games and gross motor activities.

Please note: if your child is participating in after school extra-curricular activities please inform the OSHC coordinator.

### **Vacation Care**

**Our Vacation Care operates from 6.30am – 6.00pm during school holidays.** Our Vacation Care program incorporates fun experiences that include physical activities, arts and crafts, games and special events, such as scooter day. Our program also features excursions, such as going to a movie. An extra charge is applied for all excursions.

### **OSHC Educators**

Our OSHC educators are qualified in children's services or studying towards their chosen qualification. All our OSHC educators have working with children checks and also first aid qualifications. All staff adhere to the Christian ethos of Hillcrest Christian College. Our service is licensed for 60 children and our child staff ratios are 1:15.

### **Arrivals and Departures**

Upon arrival and departure at Hillcrest Christian College OSHC, the custodial parent or authorised person is required to sign the child's attendance records (sign in/out sheets) with their full name. It is a legal requirement that your child is signed in and out each time they attend Hillcrest Christian College OSHC. These records are used in the case of emergencies and for the calculation of CCS (Child Care Subsidy). The OSHC service will have their sign in and out sheets located at the OSHC admin area. If your child is away from the OSHC you will be required to sign for their absent day in acknowledgement that your child did not attend OSHC for that day. Please ensure that you notify an Educator about your child's arrival during Before School Care and that your child is left in the care of a OSHC Educator and that your child is signed into BSC. Please ensure that upon departing After School Care, you inform an educator that your child is leaving and you sign your child out of ASC. No child will be released into the care of any person that is not known by OSHC staff. If OSHC staff do not know the person by appearance, the person will be required to show photo ID to prove that they are the person authorised to collect the child (as per the child's enrolment form). Only persons that are listed on the child's enrolment form and have permission by the child's parent to collect, will be authorised to collect a child from OSHC. In the case that your child will be absent from OSHC we request that you phone the OSHC Coordinator to advise of their absence.

### **Medication / Medical Conditions**

Please notify an OSHC educator if your child has any medical conditions which we need to be aware of. Children suffering from infectious illness should remain at home until the contagious period is over and they have fully recovered. Coughs and colds spread very quickly among children and we ask that you are considerate of other children by not sending your child to school if they are sick. If your child becomes unwell during their day at OSHC, we will notify you.

If your child requires medication to be administered during their time at OSHC a medication form needs to be completed and signed by the parent. *Medication will not be administered to your child if we do not receive a signed medication form. Your child's medication also needs to have a pharmaceutical label which states the child's name, name of medication and dosage. Medication without a pharmaceutical label will not be administered to your child.* When you arrive, your child's medication needs to be handed to your child's Educator and this will be stored in a locked medication box. Please do not leave medication in your child's bag.

### **Asthma**

If your child requires medication for their Asthma please speak to the OSHC Coordinator to discuss an Asthma Management Plan for your child while they are in care at Hillcrest Christian College OSHC.

### **Anaphylaxis**

If your child is Anaphylaxis, please see the OSHC Coordinator to discuss a Anaphylaxis Action Plan for your child while they are in care at Hillcrest Christian College OSHC.

### **Allergies and Intolerances**

If your child has any allergies or food intolerances please ensure that you inform the OSHC Coordinator so we can implement a medical alert for your child.

### **Priority of Access**

In the instance that Hillcrest Christian College OSHC operates a waiting list the highest priority will be given to children are per priority of access below –

The Australian Government has Priority of Access Guidelines for allocating places in a long day care facility. The following set of three levels are indicated below:

1. A child at risk of serious abuse or neglect
2. A child of a single parent who satisfies or parents who both satisfy the work/study/training test
3. Any other child

### **Illness and Injury**

Our educators take a proactive approach to safety at our OSHC service and conduct thorough risk assessments of all play areas so that effective supervision strategies are in place and each child can feel safe and free to explore their environment.

At all times educators are present in the service that hold Senior First Aid qualifications including asthma and anaphylaxis training. Should an accident or sudden illness occur, educators will immediately commence first aid and you will be contacted to collect your child. If your child hurts themselves while they are in care, you will be required to sign an Incident, Injury, Trauma record which provides information of the incident and first aid implemented. If your child is unwell while in care, an Illness Observation will be completed and you will be required to come and collect your child.

### **Health and Hygiene**

Children and educators are actively encouraged to practice good personal hygiene at the service. This includes hand washing practices and general hygiene practices such as covering mouth while coughing. We believe that this helps to minimise the instances of illness at the OSHC service. If your child is ill or unwell, the best place for them is to be at home where they can recover and rest. If your child shows any signs of illness while they are in care at the OSHC service, the OSHC Coordinator will advise that they are not well enough to participate in the OSHC's daily activities and you will be asked to make alternative arrangements until they are well and fully recovered.

### **Emergency and Evacuation Procedures**

Emergency evacuations such as fire drills and lockdown drills are regularly practiced. This ensures that in the event of an emergency evacuation, our OSHC children are familiar with the procedures and they can calmly evacuate the OSHC service. Fire extinguishers are located throughout the OSHC service. As part of our fire safety measures all children in attendance at the Centre are noted from the attendance sheet. Each child is identified during a fire drill and a roll call is completed to ensure all children are accounted for. This is why it is important to ensure that you sign your child 'IN' and "OUT' of the OSHC service each day.

### **Immunisation**

As part of your enrolment process you will be asked to provide details of your child's immunisation status. Your child's Immunisation History Statement that is available through Medicare can be copied for your child's file at the OSHC service. In the event of an outbreak of an infectious disease it may be necessary to exclude any children who are not immunised for their health and wellbeing, as per our exclusion policy. Non immunisation may also affect your Child Care Subsidy. For more information please refer to our immunisation, exclusion and notifiable disease centre policy available in the OSHC admin area.

### **Meal Time and Nutrition**

Good nutrition is essential to health and learning for children. Our OSHC service aims to ensure that all meals provided to children are providing children with healthy food choices. Our OSHC menu is on display in the OSHC service.

**After School Care** - We ask that a piece of fruit be provided for After School Care for your child's afternoon tea. Children will also be provided with a snack such as cheese, crackers, sandwiches and fruit platter.

**Before School Care** – Breakfast will be served to children from 6.30am – 7.30am. Breakfast includes cereals and toast with various spreads. If your child arrives after 7.30am they will not be served breakfast as the children will be preparing to get ready to board the bus for school.

**Vacation Care** – Please ensure that your child has a packed lunch box with morning tea and lunch. Please also ensure that your child has a clearly labelled water bottle for the day. A fruit platter is served for afternoon tea during Vacation Care.

### **Sun Protection & Clothing**

Our OSHC service takes care to protect children and team members from direct exposure to the sun. This is extremely important as children are very vulnerable to sunburn, which can increase their chances of skin cancer by almost 50%. At all times our OSHC children are to wear T-Shirts that cover their shoulders for sun safety during Vacation Care. Please ensure that suitable footwear is also worn during Vacation Care such as enclosed footwear (no thongs please). Children are also required to bring a hat for Vacation Care. Our OSHC service will supply sunscreen. During Before School Care and After School Care the OSHC children will wear their school hat when outdoors.

### **Parent Grievance / Complaints**

We value the relationships with our families and understand that there may be times when you may not be satisfied with an aspect of the education and care service. It is important that we can hear about these things so we can improve the service that we provide for you and your child. Should you wish to make a complaint or air a grievance please follow the following procedure –

1. OSHC Educator - Please attempt to voice concerns directly first. If you are not satisfied with the outcome or you do not feel comfortable addressing the OSHC Educator please move to the next step.

2. OSHC Coordinator - The OSHC Coordinator is there to assist no matter how small or big the concern. You may be asked to put your concerns in writing. Progress of your complaint will be provided. If not satisfied with the outcome, please progress to the next step.
3. Director of Early Learning Community - The Director of Early Learning Community is available to assist should you have progressed through *all* steps above and are not satisfied with the outcome. Contact number for Director of Early Learning Community – 07 5655 0910.
4. State Regulatory Authority - Please contact the Office of Early Childhood Education & Care. They will be able to assist you should you not be satisfied with the outcome of your complaint.

### **Hillcrest Christian College OSHC Policies**

Hillcrest Christian College OSHC has a range of policies and procedures that are available for parents at any time. All policies and procedures are located in the OSHC admin area.