



# **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.

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 CCB (child care benefit) and CCR (child care rebate).

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 OSHC policies these can be located in the OSHC admin area. We encourage all families to contribute to the review of all policies and procedures.

Our OSHC service is run by our OSHC Coordinator Diane Glover. Diane can be contacted on 0400 212 656 or by email [dglover@hillcrest.qld.edu.au](mailto:dglover@hillcrest.qld.edu.au)

### **College Leadership and Service Management**

Hillcrest Christian College Ltd is a public company limited by guarantee. Ownership of the company rests with company members, who are members of Reedy Creek Baptist Church. The company elects eight Directors who, with the Senior Pastor of the Church, form the Board which operates the company. Whilst Directors come from the Church, they are very aware that Hillcrest is an outreach Kingdom ministry to the people of the Gold Coast.

Directors are elected by the company for a two-year term. The College Board follows a Carver model of Governance. Under this model of Governance, The Approved Provider of the OSHC service is Hillcrest Christian College Ltd, and Mrs Di Glover the OSHC Coordinator is the Nominated Supervisor.

### **Philosophy**

At Hillcrest Christian College OSHC we believe that all children are a gift from God and we want them to feel safe, supported, respected and to feel acknowledged for their unique identity. Their developmental, cultural, spiritual and personal interests are important to us and we want them to grow, learn and enhance their wellbeing by thriving through positive relationships with their educators, their families and their peers.

Our OSHC service ensures that children's interests, current knowledge and ideas will be used as the foundation of the programme. We will endeavour to ensure that each child's sense of agency is nurtured by enabling children to make choices and decisions during their time at our OSHC service. Our OSHC program implements the National Quality Framework and is developed in reference to the My Time Our Place (MTO).

We believe in working in collaboration with all families and encourage each parent to be actively involved within our service. In working in partnership with families we believe that this will enrich our OSHC program as we aim to embrace cultural diversity and each family's values, beliefs and knowledge.

We believe in closing the gap between Indigenous and non-Indigenous Australians through awareness and education and will endeavour to encourage each child to embrace their own cultural heritage.

We endeavour to ensure that children are supported to engage with the natural environment and that sustainable practices are embedded within the OSHC service such as water conservation, recycling, and growing our garden.

We are committed to maintaining strong links within our wider community to ensure that our service is building relationships to enrich and enhance our children's learning and wellbeing. We aim to work in partnership with the Hillcrest Christian College wider school community to ensure that children are fully prepared in every way possible to become confident and capable members of society.

Our service values the importance of critical reflection to ensure a holistic program is implemented and that reflective practice guides all aspects of our OSHC curriculum.

Philosophy Reviewed: September 2017

### **Fee Structure**

Fee's are to be paid weekly. A statement of account will be emailed out to all families every Monday on a weekly basis. Your child's account will be charged for the current week 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, Ezi Debit 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 families Child Care Benefit (CCB) or Child Care Rebate (CCR) 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 fee's until the matter is resolved with Centrelink.

Family Enrolment Fee	\$25.00
Annual Service Fee	\$25.00
Before School Care	\$16.00 Permanent rate (\$18.00 casual rate)
After School Care	\$20.00 Permanent rate (\$22.00 casual rate)
Vacation Care	\$50.00 Permanent Rate (\$55.00 casual rate)

\*\* Please note – Vacation Care will be charged at \$55.00 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 parents 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 and/or a temporary casual booking providing we have vacancies. Our OSHC service requires 48 hour's notice to

cancel before 9am 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 call the OSHC coordinator on 0400 212 656.

### **Government Assistance**

Child Care Benefit (CCB) 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 Child Care Benefit. 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 CCB fee reduction only if they have registered with Centrelink, are eligible for CCB, have a formal enrolment at the centre and the centre has received confirmation from the Government pertaining to the percentage of CCB they are eligible for. If parents are not eligible for CCB, full fees must be paid. Most families are also entitled to 50% Child Care Rebate (CCR), which can be paid directly to the centre, further reducing your fees. Please check if you are entitled to this rebate with the DHS.

Families receiving Child Care Benefit are allocated 42 absent days for each child per financial year. Once the child has reached 42 absent days, CCB 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)

## **Educational Program & Practice**

Our OSHC program aims to provide children with a dynamic, play-based learning environment which is responsive to children's strengths, needs and interests.

Our curriculum is underpinned by the My Time, Our Place framework for school ages care in Australia. These Australian Government Approved frameworks ensure that children in all outside school hours care settings receive quality teaching to achieve required learning outcomes.

The MTOP states a vision for *being, belonging and becoming* which are essential to children's development of identity, cognitive reasoning and wellbeing.

"The Framework provides broad direction for school age care educators in settings to facilitate children's play, leisure and learning. It guides educators in their program decision-making and assists in planning, implementing and evaluating quality in school age care settings", (My Time, Our Place, page 6).

"The Framework is designed to inspire conversations, improve communication and provide a common language about children's play, leisure and learning among children themselves, their families, the broader community, school age care educators and other professionals". (My Time, Our Place, page 6).

Within MTOP framework there are 5 Key Learning Areas:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

A copy of the My Time, Our Place framework is available at our OSHC service or please find a copy of the framework here: [http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/my\\_time\\_our\\_place\\_framework\\_for\\_school\\_age\\_care\\_in\\_australia.pdf](http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/my_time_our_place_framework_for_school_age_care_in_australia.pdf)

## **Documentation of Children's learning**

**Children's Scrapbooks** - At Hillcrest Christian College OSHC our children have scrapbook's that they can freely use during their time at OSHC. Your child's scrapbook will contain artwork and photos that each individual child has drawn during their time at OSHC. Parents are encouraged to view their child's scrap book and make comments and contribute to their child's scrapbook.

**Day Book** - On a daily basis our OSHC educators will complete a day story that provides an overview of the activities that the OSHC children have participated in. Our day story focuses on the decisions that children make regarding their learning and play and also links back to our learning framework MTOP. Our OSHC children also take ownership of the day book and complete many of the details in the day book themselves. Our day story also includes the

children's voice in their learning, links to the MTOP, NQS, parent input and how our educators plan to extend and scaffold the children's learning and play further.

**Observations** – Our OSHC educators will often complete individual or group observations of your child during their time at OSHC. Children's observations will also be available to view in their individual files. Please see an OSHC educator to access your child's individual files. Observations take place during every day routines, planned experiences, spontaneous play and children's interactions with their peers. Often observations are planned for children to achieve a particular goal, extend a child's skills, strengths and abilities or to further develop a child's interests and development. Our observations are linked to the MTOP outcomes and are used as an ongoing planning cycle to further enrich and develop each child's learning and development.

**Critical Reflection** – Our OSHC educators will complete a critical reflection each week where they reflect on the whole group, individual children, the environment, outdoor environment, children's learning and development. The critical reflection is also linked to the framework MTOP, National quality standards and the service philosophy.

### **Working in Partnerships with Families**

We believe that the partnership between parents and Hillcrest Christian College OSHC educators is paramount. We encourage parents to actively participate in the care of their children through involvement in decision making with regard to their child's care and education. Parents are welcome to spend time in the OSHC and share special occasions with their child. You can become involved helping out or volunteering your time or gifts or talents that you may have. Please speak with our OSHC Coordinator for more information. Parents are also encouraged to be involved in an advisory and consultative manner. We encourage parents to be involved in the review of our centre's philosophy, policies and procedures. These opportunities will be made available through communication our newsletters or in the OSHC room. Some of the many ways we communicate include: emails, newsletters, feedback forms and day books. Please speak to our OSHC coordinator in regards to your individual preference for communication.

Whilst there are opportunities daily for informal chats, there may be times when you want to share concerns in confidence. Please don't hesitate to send our OSHC coordinator an email or book an appointment for a meeting.

All grievances will be taken seriously and our best effort will always be forth coming. All outcomes will be discussed with the parent who is concerned. Our grievance procedure is displayed in the OSHC admin area and also included within this parent handbook.

### **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 2.55pm – 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 7.30am – 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 features an excursion each Wednesday of the holidays. An extra charge is applied for 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 into the service via our digital sign in system. 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 CCB (child care benefit). The OSHC service will have their sign in ipad located at the OSHC admin area. If your child is away from the OSHC you will be required confirm 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 on 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 should your child have any medical history of which we should be aware. Children suffering from infectious illness should remain at home until the contagious period is over and they are fully recovered. Coughs and colds spread very quickly in mixed groupings of children. Please keep children at home during their illness. 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 Benefit. 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 & OSHC - The Director of Early Learning Community & OSHC 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 – 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.