

*St Andrews*  
*Outside School Hours Care*  
*Parent Handbook*  
*2019*



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## WELCOME

We are delighted that you have chosen our Outside School Hours Care Service (OSHC). We hope that you will be very happy during your time here with us.

At St Andrews OSHC, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service and for you to have an understanding of our policies. It contains useful information about OSHC, the way it is managed and what to expect during your time here.

Please keep this booklet in a safe place so that you can use it as a reference of general information and policies. Some policies are only summarised in this booklet. The full details of policies are available at OSHC upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS, educators, families and the community.

We look forward to sharing the coming year with you and your child and the partnerships the year may bring.

### **Mission Statement**

Our OSHC is committed to providing quality learning opportunities while nurturing the development of all students in a Christ-centred community.

*To support this Mission St Andrews OSHC aims –*

- 1 to provide each child with a wide range of experiences and activities that will stimulate interest in and a desire for learning;
- 2 to provide an atmosphere where each child is encouraged to recognise and develop their individual talents as fully as possible;
- 3 to provide a setting where children can explore the development of Christian values, attitudes and relationships;
- 4 to give each child quality learning opportunities in a play-based environment as a foundation for continued formal learning;
- 5 to stimulate interest in, and to provide opportunities for growth in creative and cultural pursuits;
- 6 recognise that each child is a strong and competent person, capable of contributing to the construction of the learning in which they will be engaged;
- 7 to create an atmosphere in which learning is valued, excellence is encouraged and honest effort is recognised and praised regardless of capabilities.

*NB: Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations that govern Outside School Hours Care.*

## **Philosophy**

We provide quality care and promote positive experiences, recreational opportunities, safety and fun in a warm and friendly environment. We provide and encourage ALL children the opportunity to play and to participate in a wide variety of indoor and outdoor activities that promote health and wellbeing, self-discovery, initiation of own ideas and expression of creativity. Through these experiences the children will develop positive values towards a physically active lifestyle, enhance their self-esteem, independence, leadership skills and learn to nurture relationships with their peers.

The service has a child centred approach whereby children have a voice and can construct a program that meets their interests and abilities. From here educators extend upon these ideas and scaffold further learning opportunities. These programs are designed to enhance the development of children's skills, knowledge and understanding in physical, social, emotional and intellectual areas. These vital areas enable educators to deliver a holistic program that endeavours to meet the needs of all children. Sustainable practices are also embedded into the program and it is our aim that these practices will remain with the children throughout their lifetime. The children's voice can be heard throughout our programs where their ideas are invited and incorporated on a regular basis.

The friendly welcoming environment created in our service promotes a strong sense of belonging where parental input is encouraged and supported to assist with ongoing improvement. We believe in a holistic and shared approach to the well-being and upbringing of children and therefore promote open communication and collaborative partnership between children, parents, educators and the St Andrews community.

## 2019 Dates

|  |  |
|--|--|
| <b>Term 1</b>                                | Wednesday 30 <sup>th</sup> January to Friday 5 <sup>th</sup> April<br>Student Free Day Tuesday 29 <sup>th</sup> January<br>Public holidays 19 <sup>th</sup> April & 22 <sup>nd</sup> April |
| <b>Vacation Care:</b>                        | Monday 8 <sup>th</sup> April to Thursday 18 <sup>th</sup> April  |
| <b>Term 2</b>                                | Tuesday 23 <sup>rd</sup> April to Friday 28 <sup>th</sup> June<br>Public holidays Thursday 25 <sup>th</sup> April & Monday 5 <sup>th</sup> May   |
| <b>Vacation Care:</b>                        | Monday 1 <sup>st</sup> July to Friday 19 <sup>th</sup> July  |
| <b>Term 3</b>                                | Monday 22 <sup>nd</sup> July to Thursday 19 <sup>th</sup> September<br>Public holiday 30 <sup>th</sup> August<br>Student free day Friday 20 <sup>th</sup> September                        |
| <b>Vacation Care:</b>                        | Monday 23 <sup>rd</sup> September to Friday 4 <sup>th</sup> October  |
| <b>Term 4</b>                                | Tuesday 8 <sup>th</sup> October to Wednesday 4 <sup>th</sup> December<br>Public holiday – 7 <sup>th</sup> October<br>Student Free Day Monday 21 <sup>st</sup> October                      |
| <b>Christmas/New Year<br/>Vacation Care:</b> | Thursday 5 <sup>th</sup> December to Friday 20 <sup>th</sup> December<br>Tuesday 7 <sup>th</sup> January 2018 to dates not yet provided by school  |

## EDUCATIONAL PROGRAM AND PRACTICE

### **Children's Learning**

My Time Our Place – Framework for School Age Care in Australia is based on the Early Years Learning Framework (EYLF). The guideline supports the vision that all children experience learning that is engaging and builds success for life.

“The program provided at OSHC contributes to the following outcomes for children:

- children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators” (Reg 73)

Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated.

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning
- assists children to develop relationships and concepts
- stimulates a sense of wellbeing.

“Educators will document the children's experiences and participation in the program provided” (Reg74)

The program for the service is on display in the parent information area, past programs are available upon request” (Reg 75).

“Parents can request information on the content and operation of the program as it relates to their child as well as information about their child's participation in the program” (Reg 76).

### **Image of the Child**

We believe that God created each child with strengths and abilities that we can celebrate with them. The program we offer comes from ideas and interests of both children and educators and the community. We encourage children to learn from one another and to work collaboratively in small and large groups. Our environment stimulates thinking and offers children the opportunity to actively explore, experiment and create.

Supporting this view is the

### **United Nations Declaration on the Rights of the Child:**

- The right to affection, love and understanding.
- The right to adequate nutrition and medical care.
- The right to free education and full opportunity for play and recreation.
- The right to protection from all forms of neglect, cruelty and exploitation.
- The right to name and nationality.
- The right to special care, if disabled.
- The right to be among the first to receive relief in times of disaster.

- The right to learn to be a useful member of society and to develop individual abilities.
- The right to be brought up in a spirit of peace and universal brotherhood.
- The right to enjoy these entitlements, regardless of race, colour, sex, religion, national or social origin.

### **Daily Requirements – your child will need to bring the following:**

- **Hat** – Legionnaire/broad brimmed hats that protect the face, neck, ears and crown of the head.
- **Shoes** – Enclosed shoes compulsory on excursions
- **During vacation care** – Morning Tea and Lunch (unless indicated otherwise as part of the planned activities for the day). The service will provide afternoon tea during both after school care & vacation care.

***We encourage toys to stay at home as they can become easily lost or broken.  
The centre accepts no responsibility for toys or equipment brought from home.***

*Please clearly name all of your child's belongings*

### **Daily Procedures**

#### *Arrivals and Departures*

Upon arrival and departure at OSHC, the custodial parent or authorised nominee is required to sign their child into the service using the OSHC Ipad. If you are going to be on a different contact number during the day, please advise educators. “Children can only leave OSHC after a parent or other adult nominated on the enrolment form has signed them out” (Reg 99). If your child is attending Before School Care, they must also be signed in. You cannot drop your child and leave them to walk to the service.

Please be punctual and keep to the session times indicated on the front cover of this information book, as this helps the program to run smoothly. If you are unable to collect your child at the session’s end time please arrange for another authorised person to do so. Please ensure that the educators at OSHC are notified of the altered arrangements. ***If the person picking up your child is not known by the educators, they will be asked to show identification before your child is released into their care. They may also ring to confirm the arrangement with you.***

*Custodial Issues:* Parents/guardians are required to notify OSHC about any details of legal custody of the child and any court orders. Copies will be required at the service.

### **Routines**

The daily program will follow a flexible, but predictable routine each day. Children feel more secure in their environment when they can understand and predict the transitions that will occur in their day. The routine will be displayed on the noticeboard for families and cover things like – indoor play, outdoor play, group times and eating times.

### **Spiritual Links**

OSHC has close links with the congregation Pastor who is available for Parents and Families who may have spiritual concerns.



## RELATIONSHIPS WITH CHILDREN

### **Interactions with children**

“The program offered by OSHC will

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Have regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (Reg 155)

### **Relationships in groups**

St Andrews will provide opportunities for children to interact and develop respectful and positive relationships with each other and with educators” (Reg 156)

St Andrews OSHC operates on a 1 educator to 15 children ratio. The Service Leader and educators might reduce this ratio after completing risk assessments on planned experience.

## COLLABORATIVE PARTNERSHIPS WITH FAMILIES

### **Communication - Partnerships**

We believe that the partnership between parents and OSHC staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent’s concerns or questions, so please be active in approaching the Service Leader for discussions. Please arrange a set time to talk to the Service Leader if you have concerns or questions about your child. “A suitable area for private conversations will be made available when required. Parents may enter the service at any time their child is in attendance. Permission to enter will be withdrawn if a parent poses a risk to the safety of the children and staff or the parent is prohibited contact with the child by a court order” (Reg 157).

### **Contact Details**

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

### **Daily Communication**

Communication regarding the day’s events will be available through photographs and a written journal displayed in the sign out area for you to enjoy prior to the collection of your child. These are valuable tools to give insight about the day so you can discuss and reflect with your child about their day.

The OSHC/College/School newsletter helps staff to communicate the program, interests and events at the OSHC. Most information will be emailed. Please ensure your email address is current.

### **Parent Information Board**

Notices and information for parents are placed on the parent information board. This is located in the sign in/out area. We ask that you check this regularly.

### **Parent Involvement**

We value parental input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents for the benefit of inspiring the full potential of your child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships.

### **Advisory Group**

This is a group comprised of members from the parents of St Andrews, congregation and local community. The meetings usually occur bi-monthly and will be advertised in the parent information folder.

The aim of the group is to:

- Concentrate on planning and goal setting for OSHC;
- Explore, decide upon and co-ordinate fundraising ventures and family events;
- Provide a support network for OSHC.

### **Family Social Events**

During the course of the year, we may hold some special social events for families' details will be provided in the parent information folder.

## **CHILDREN'S HEALTH AND SAFETY**

### **Children's Clothing**

Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun.

Children should be able to manage their own clothes when going to the toilet. Shoes are to be worn each day and are required to be closed in shoes for practicality and safety purposes.

### **Nutrition**

We promote healthy eating habits at OSHC.

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- Please make sure your child can open all containers and packaging to promote their independence.
- It is better to provide more food rather than less food for your child.
- If we have a child enrolled at OSHC with severe or anaphylaxis allergies to certain foods or food products, we may ask all parents to exclude these items from their child's lunch box. This ensures the health and safety of all children.

| Foods we love at OSHC   | Foods we like to stay at home  |
|---|--|
| Fruit (Fresh/Dried)<br>Vegetables<br>Yoghurts<br>Cheese, crackers<br>Sandwiches/Wraps/Rolls<br>Custards<br>Healthy Baked Treats | Roll Ups<br>LCM,s<br>Chips<br>Lollies<br>Soft Drinks<br>Chocolate<br>Junk Food |

We celebrate special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

### **Rest and Relaxation**

Resting is an important part of the day. An atmosphere conducive to relaxation is provided during vacation care to allow children to 'recharge' "The service will ensure that the individual needs of the child regarding sleep and rest are met" (Reg 81)

### **Behaviour Guidance**

Staff will gently guide children towards acceptable and considerate behaviour to others. This method empowers children to choose the right behaviour. If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.03)*

### **Incursions and Excursions**

To complement the program from time to time we will plan to take the children on excursions. All excursions are carefully planned.

"Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form" (Reg 102). Excursions and incursions will attract an additional cost on top of the daily fee.

### **Hygiene and Safety**

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- Toilets are cleaned and disinfected at the end of each day and during the day, if the need arises.
- Children are taught and required to wash their hands after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.

### **Illness and Injury Policy**

At all times there is at least one staff member at OSHC who holds a First Aid qualification. The OSHC environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11) have been written on the premise that children who have been ill will not return to OSHC until they are fully recovered. In some instances, a letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to OSHC and non-immunised children may be excluded (as per Policies 2B.08 and 2B.11). Please contact the service to report contagious illnesses.

"In the event of a child becoming ill or injured while at OSHC, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any

action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form” (Reg 87)

In the case of minor injury to a child whilst at OSHC, staff will administer first aid immediately. If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign. “Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at OSHC” (Reg 86)

“The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents’ area as well as verbally by staff” (Reg 88).

### **Medication**

“OSHC has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. OSHC will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child’s specific health care need, allergy or relevant medical condition are assessed and minimised” (Reg 90). “OSHC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy” (Reg 91)

“If medication is required to be given during your child’s attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed, staff will complete and sign their section when the medication is administered” (Reg 92).

“Medication will only be administered once the medication form has been signed and correctly filled out. In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent” (Reg 93). “If staff need to administer medication for an anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable” (Reg 94) “Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child’s name on it and the medication has not expired, details and dosage will be checked by another staff member before administration” (Reg 95).

***Please note: Non-prescribed medication will NOT be given.***

### **Puffers and Inhalers**

For asthma and any medication for the long-term treatment of asthma, a management plan from the child’s doctor is required at least annually or when medication or dosage changes. We do have blank forms at the service. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent on arrival and also on their return to OSHC, if medication has been administered.

### **Anaphylaxis Medication**

Parents must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at OSHC. For further information, please discuss with the Coordinator prior to your child beginning at OSHC.

## Sun Protection

### Hats

In the interest of promoting healthy and safe protection from the sun, we require all educators and children to wear hats while outdoors. Children MUST wear either a Broad brimmed or legionnaires hat outdoors. Caps are not allowed, as we follow Sun Smart Polices.

### Sunscreen

Sunscreen is available for use. If your child requires a particular sunscreen, please bring a bottle for use while your child is at OSHC.

### Clothing

It is our recommendation that children wear sun safe clothing.

## Emergency and Evacuation Procedures

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to educators and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the OSHC is distributed to all new educators and volunteers on their first day at OSHC. Parents, educators, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down.

All children attending OSHC are regularly familiarised with evacuation/lockdown procedures at the discretion of the educators.

## Child Protection

All educators are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. "All educators at OSHC are aware of child protection law and their obligations that they have under Queensland Child Protection Act 1999" (Reg 84).

## Immunisation

Immunisation is the least expensive and most reliable method of preventing some infections. The principle of Immunisation is simple: it gives the body a memory of infection without the risk of natural infection. OSHC recommends that parents have their children immunised. Immunisation status of your child must be completed on your child's enrolment form. Parents are responsible for providing staff with up dated immunisation information. Children who have not been immunised may be excluded from OSHC during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. Exclusion of non-immunised children may occur even though the child is well.

National Immunisation Program (NIP) Schedule.

|          |   |
|----------|---|
| Birth    | Hepatitis B (hep B)   |
| 2 Months | Hepatitis B (hep B)<br>Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa)<br><i>Haemophilus influenza</i> type b (Hib)<br>Polio (inactivated poliomyelitis IPV)<br>Pneumococcal conjugate (7vPCV)<br>Rotavirus |
| 4 Months | Hepatitis B (hep B)<br>Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa)<br><i>Haemophilus influenza</i> type b (Hib)   |

|              |   |
|--------------|---|
|              | Polio (inactivated poliomyelitis IPV)<br>Pneumococcal conjugate (7vPCV)<br>Rotavirus  |
| 6 Months     | Hepatitis B (hep B)<br>Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa)<br><i>Haemophilus influenza</i> type b (Hib)<br>Polio (inactivated poliomyelitis IPV)<br>Pneumococcal conjugate (7vPCV)<br>Rotavirus |
| 12 Months    | Hepatitis B (hep B)<br><i>Haemophilus influenza</i> type b (Hib)<br>Measles, mumps and rubella (MMR)<br>Meningococcal C (MenCCV)  |
| 12-24 Months | Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)   |
| 18 Months    | Chickenpox (varicella) (VZV)  |
| 18-24 Months | Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander children in high risk areas)<br>Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)                                     |
| 4 Years      | Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa)<br>Measles, mumps and rubella (MMR)<br>Polio (inactivated poliomyelitis IPV)  |
| 10 -13 Years | Hepatitis B<br>Chickenpox (varicella) (VZV)   |
| 12-13 Years  | Human Papillomavirus (HPV)  |
| 15-17 Years  | Diphtheria, tetanus and whooping cough (acellular pertussis) (dTPa)   |
| 15-49 Years  | Influenza (Aboriginal and Torres Strait Islander people medically at risk)<br>Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people medically at risk)   |
| 50 Years     | Influenza (Aboriginal and Torres Strait Islander people)<br>Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people)   |
| 65 Years     | Influenza (flu)<br>Pneumococcal polysaccharide (23vPPV)   |

### **Tobacco, Drug and Alcohol Free Environment**

“OSHC provides an environment free from the use of tobacco, illicit drugs and alcohol” (Reg 82).

## **STAFFING ARRANGEMENTS**

### **Our Educators and their Roles**

Children at OSHC are in the care of qualified and suitably trained educators.

#### *Service Leader/Coordinator*

The role of the Service Leader is to work closely with educators, QLECS and parents to ensure the effective and efficient day to day running of the service. The Service Leader takes whatever action is necessary to ensure the health and safety of the children at OSHC. The Service Leader is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

### Assistant's Service Leader Role

The role of the Assistant Service Leader at OSHC is to be communicative and supportive in working with children, parents and other educators. The Assistant provides professional support and co-operates with the Service Leader.

*Notices of current educators are displayed at the service. Families will be informed of staff changes via the notice board.*

### **Students and Volunteers**

OSHC welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at OSHC, they must be approved by the Coordinator, hold a Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service. Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Suitability Card.

### **Staff Meetings**

Educators meet daily during the preparation time to discuss the running of OSHC, organise events, share experiences and evaluate practices. These meetings enhance the quality of the program offered at OSHC and provide additional support to the educators.

### **Professional Development**

St Andrews actively supports on-going Professional Development of all educators. Educators attend courses, seminars, conferences and workshops throughout the year

## **LEADERSHIP AND SERVICE MANAGEMENT**

St Andrews OSHC is centrally managed by Queensland Lutheran Early Childhood Services (QLECS). QLECS support and oversee the running of the OSHC, including financial, staffing and compliance matters. QLECS is the Approved provider's representative for all 58 Lutheran Early Childhood Services in Queensland. Each service has its own Children's Services Manager and their details are displayed in the parent area of the OSHC.

The QLECS Council meets monthly and its aims are to:

- Represent the needs of parents, children, staff, community and the OSHC as a whole;
- Attend to business and financial decisions of the service; and
- Plan the strategic growth of the organisation.

**The Children's Services Manager (CSM)** is part of the QLECS Operations Team and works closely with the educators of the OSHC, ensuring smooth operations and administration for QLECS. The CSM provides assistance to OSHC through programming support, approval assistance, grant applications, staff support and advice, financial administration and support and other areas as needed.

### **Service Approval**

St Andrews OSHC's Approved Provider is the Lutheran Church of Australia Queensland District. From 2012 the National Quality Framework (NQF) requires OSHCs to undertake a quality rating and assessment process. The National Quality Framework sets new national benchmarks for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

- 1 Educational program and practice
- 2 Children's health and safety
- 3 Physical environment
- 4 Staffing arrangements
- 5 Relationships with children
- 6 Collaborative partnerships with families and communities
- 7 Leadership and service management.

As part of the NQF, prescribed information must be displayed at each service. This includes provider Approval, Service Approval, Nominated Supervisor, Service rating, hours of operation, health and safety. Information will be easily visible from the main entrance (Reg 173). A notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled will be displayed when applicable. A notice of an occurrence of an infectious disease at the service will be displayed" (Reg 173). A service compliance folder is required to be kept (Reg 167). "OSHC will keep all records in accordance with the conditions set out in the National Law" (Reg 181)

## **Fees**

*St Andrews OSHC is a not-for-profit organisation. All operating costs including maintenance of facilities, rent, equipment, cleaning, wages, supplies, resources, printing costs, and more, rely on the timely payment of fees. Fees are set by QLECS in conjunction with the Service Leader and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the service. Fees will generally be reviewed annually and maintained as low as possible.*

- \* Fees are payable by the end of the current billing week for all permanent bookings with a direct debit arrangement.
- \* Fees for families who do not have a direct debit arrangement are to be paid on the Monday of the booking week.
- \* Fees for casual attendances must be paid on the day of attendance only if direct debit has not been arranged.
- \* Fee statements are issued weekly. Your account will always show the previous and current week. This is to show payments or cancellations from the previous week.
- \* Full fees are payable until enrolments meet CCS requirements. Account adjustments will then be made and credits issued where applicable.
- \* All casual bookings will be charged a casual fee.

## **Cancellations/Absences**

We do appreciate it if parents can notify us if your child/children will not attend the service on their regular booked days. This avoids staff calling parents or looking for children at the pick-up zone and/or contacting the police if we cannot get a hold of you to find out the whereabouts of your child. It also ensures we have the correct staff ratios.



\*All sick days or days not attended will be charged a normal absent day. The Childcare benefit applies for those days. You can access up to 42 absences each year and still receive the childcare benefit from Centrelink.

\*Permanent bookings – no charge for cancellations made 7 days+ prior

\*Casual bookings – no charge for cancellations made 48 business hours+ prior

(For example if your child is booked in on Thursday for a casual after school care booking and you wish to cancel this, then you will need to contact the OSHC office at the latest by 3pm on the Tuesday prior)

If cancellations are not made within the above times full fees will apply, including any excursion/incursion fees which are booked and paid for in advance during vacation care.

\*Two weeks' notice will be required in writing for all cancellations and your child will need to attend care on the last booked day of your notice in order to receive the childcare benefit paid by the Department of Human Services. Unless you give the correct notice you will be charged 2 weeks FULL FEES in lieu of 2 weeks' notice.

**Late fees** are charged to families who have not arrived by 6pm. The service closes at 6.00pm and is only insured until this time. Educators who must remain past closing time because of a late pick up are required to be compensated for their overtime. This situation can be disruptive to your child and the educators. We ask that if you know you are going to be late to please contact the service and/or try and make other arrangements. If a parent hasn't made contact by 6.05pm then the Supervisor will try and contact the parent and if no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form by 6.30pm the police will be called and the children will be taken to the closest police station for collection.

### **Outstanding Fees**

If your account has been overdue for more than 28 days, we reserve the right to refuse future enrolment in either Vacation Care or After School Care. After 28 days, the unpaid account may be placed in the hands of a debt collection agency.

Should the above process need to be implemented a second time, your enrolment may be cancelled.

No enrolment for After School Care (or further bookings) will be honoured if there are outstanding fees from the previous school term or Vacation Care period.

No enrolment for Vacation Care (or further bookings) will be honoured if there are outstanding fees from the previous Vacation Care or After School care period.

If there are outstanding fees of \$20.00 or more **a late fee penalty of \$20.00** shall be applied. A fee becomes outstanding 14 days after the statement has been sent. The late fee penalty occurs every 14 days until the fee has been paid.

### **Shift workers**

Shift workers will be charged the permanent fee for all bookings. A letter or roster is required from your organisation/company stating that you are a shift or casual worker. You will be required to notify OSHC of your bookings for the following week by 4pm on the Friday prior for rostering purposes. 48 business hours' notice is required for all cancellations. (For

example; if your child is booked into vacation care on Tuesday then notice will be required no later than 7am on Friday morning the week prior)

## Vacation Care

Vacation care bookings require a separate booking form. Prior to each holiday period a new booking and permission form will be emailed out to all families. It will also be displayed on the school website. This form must be completed and returned to the OSHC office or via email before any bookings can be confirmed for your child.

Permanent bookings - To receive the '*permanent*' vacation care fee, bookings need to be made 7 days' in advance. For bookings outside of this timeframe, the casual booking fee applies. (See table below)

### 2019 FEES

|                      |   |
|----------------------|---|
| After school care    | \$25 per session permanent<br>\$28 per session casual                             |
| Vacation care        | \$53 per day booked (minimum of 7 days' notice required)<br>\$60 per day casual   |
| Yearly enrolment fee | \$30 per family (per calendar year)   |
| Late fee             | \$5.00 at 6.05pm then \$2.00 per minute after this<br>(This is charged per child) |

## Method of Payment

We are a cash free service and ask that all fees are paid via Direct Debit (preferred) or EFTPOS.

### **DIRECT DEBIT is the preferred method of payment.**

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this in the first instance with the Service Leader who can discuss your request with the accounting staff at QLECS in Brisbane. A payment plan may be established for you.

St Andrews is an Approved Care Provider and eligible parents/carers can access Child Care Subsidy (CCS) to assist with the payment of their fees. This subsidy reduces the amount you pay for your child care. To claim (CCS) you must apply for a Customer Reference Number (CRN) through the Family Assistance Office (FAO). One is required for both the parent and the child. Once you have been issued with yours and your child's CRNs you need to supply them to the Service Leader so that the information can be entered into the service's software system. The service uploads child enrolment and attendance information weekly via the software system to the government's Childcare Management System. It calculates (CCS) and fees are charged to the family's account minus any entitlement. We realise this is a lot to comprehend and urge families to contact the FAO on **13 61 50** should you require any extra information.

## **St Andrews OSHC CCS Service Approval ID:**

190012748B

### **Absences**

Each child is eligible for CCB for 42 days of allowable absences from care across all approved child care services during each financial year. Parents are required to sign off on these attendances on the IPAD the next time they sign their child in/out to OSHC.

### **Discontinuing Enrolment**

You are required to give **two weeks written notice** to the Service Leader if you are discontinuing your child's enrolment. **Fees are payable up to and including end of notification date.**

### **OSHC Policies**

"All educators and parents are required to abide by these policies" (Reg 169, 170). This is a condition of enrolling your child at OSHC. The policies cover all aspects of operation and management of OSHC in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader and the Children's Services Manager.

"Parents will be informed at least 14 days before any policy or procedure is changed that has significant impact on the services provision of education and care to any child enrolled at the service or the families ability to utilise the service, or changes to fees" (Reg172).

"OSHC has a range of policies and procedures readily available which include the following

- delivery and collection of children
- excursions
- refusal of authorisation for a child to leave the service
- dealing with infectious disease
- dealing with medical conditions
- emergency evacuations
- health and safety matters relating to:
  - nutrition, food and beverages and dietary requirements
  - sun protection
  - water safety
  - administration of first aid
- incident, injury, trauma and illness
- child safe environment
- staffing arrangements
- staffing including:
  - code of conduct
  - determining the responsible person present
  - participation of volunteers and students
- relationships with children
- interactions with children
- service management
- governance and management of the service, including confidentiality of records
- enrolment and orientation
- payment of fees
- dealing with complaints

(Reg 168, 171)

## **Inclusion Policy**

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Service Leader. Medical information may be required.

## **Insurance**

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund. The OSHC will keep a copy of their current certificate of insurance (Reg 180).

## **Media Involvement in OSHC**

St Andrews has set out the following policy regarding media involvement:

- Permission to photograph or video in OSHC is included in the Enrolment Agreement Form. This includes newspapers and advertising displays etc. If parents do not give permission, OSHC will ensure that the child is not included in these activities.
- When photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should the OSHC wish to print multiple copies of photos for advertising, permission will be sought from parents prior to use.

## **Feedback and Concerns**

Parent input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the centre. Please take the time to read and respond to these requests as they assist us to improve the quality of our service. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

1. In the first instance, please approach the Coordinator to discuss the matter. Be willing to express how you feel clearly and be open to working with the Coordinator to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing: contact details are

Ann-Marie Davis

St Andrews Children's Services Manager QLECS

PO Box 1857 Milton QLD 4064

Phone 3511 4079 Fax 3511 4051

Mobile: 0409 698 551

ann-marie.davis@qlecs.org.au

Unresolved concerns can also be raised with  
Early Childhood Education and Care  
Department of Education and Training  
PO Box 492 Oxenford QLD 4210  
Phone 07 56 566 688 or email [southeastregion.ecec@det.qld.gov.au](mailto:southeastregion.ecec@det.qld.gov.au)

## **CONCLUSION**

It is our hope that your family will enjoy being a part of St Andrews OSHC.

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

For attaining wisdom and discipline:  
for understanding words of insight;  
for acquiring a disciplined and prudent life;  
doing what is right just and fair;  
for giving prudence to the simple;  
knowledge and discretion to the young-  
let the wise listen and add to their learning,  
and let the discerning get guidance-

Proverbs 1: 2-5