



Collingwood Park OSHC
Outside School Hours Care

Parents & Families Handbook 2022

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Collingwood Park OSHC: Service Information



MAIN SERVICE CONTACTS

Nominated Supervisor/ Coordinator	Josie Rudland
Educational Leader	Lauren Boyes
Administration	Karen Horner

Main Service Contact Details: (07) 3381 4317 cpss-oshc@outlook.com
0412 428 298



HOURS OF OPERATION

Before School Care	6:00am – 8:30am	Vacation Care	6:00am – 6:00pm
After School Care	3:00pm – 6:00pm	Pupil Free Days	6:00am – 6:00pm
Christmas Period	CLOSED for two (2) weeks *dates to be confirmed each year*		
Public Holidays	CLOSED		



BOOKINGS AND CANCELLATION PERIODS

Permanent Bookings: Bookings for children who attend on a regular basis each week. This is done through a booking request form or email.

Casual Bookings: Bookings on a needed basis for families.
This is done via email or phone call.

Vacation Care Bookings: Bookings on a needed basis for families during the school holidays. This is done via the booking form.



FEE SCHEDULE (Effective from August 2022)

	Permanent Fees	Casual Fees
Before School Care	\$18.00	\$20.00
After School Care	\$22.50	\$25.00

	Daily Rate	Incursions	Excursions
Vacation Care	\$65.00		
Pupil Free Days	\$65.00		

Approvals and Ratings

Service Approval Number	SE – 00001178
Provider Approval Number	PR – 00001010
Service Rating	Meeting National Quality Standards

Provider Numbers

Before School Care	1-2CISLF
After School Care	1-2C4BNV
Vacation Care	1-2CISRR

2022 Management Committee

President	Richard Shackel
Vice President	Alicia Booth Amanda Geach
Secretary	Shylee Doonan
Business Administrator	Karen Horner

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1. ABOUT US

Welcome Letter

Last Reviewed: August 2022

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Collingwood Park State School P&C Association Outside School Hours Care would like to welcome you and your family to our service. We aim to provide quality care to all families with our qualified, professional, and caring staff who are dedicated to the children of this service.

This service provides care to children in Prep through to Year 6. This service strives to have a proactive and cooperative relationship with families. Family input, recommendations, and feedback regarding the operations of OSHC is valued and encouraged.

This service is accredited and licensed under the Education and Care Services National Law Act 2010. Our service must comply with the regulations as set out by the Australian Children's Education and Care Quality Authority with requirements about activities, experiences and programs, numbers of staff members and children and staff qualifications.

This organisation is non-profit and is sponsored by the Collingwood Park State School Parents & Citizens Association.

A Coordinator is appointed by the P&C Association and manages the daily operations of the service. Parents' ideas and suggestions are always welcome, and these may be presented at our P&C meetings held on the second Tuesday of the month at 7.00pm or at our OSHC sub-committee meetings held at 4:30pm in the OSHC room on the last Friday of every month. We welcome and encourage parents to attend these meetings, the dates of which are advertised in the Communication Board to have their say in our service.

Parents can ask for information about the following:

- a) General description of activities & experiences given by the service.
- b) The service's philosophy about learning and child development outcomes and how it is achieved.
- c) The goals about knowledge and skills to be developed through activities and experiences.

This program is designed to meet the needs of all children. We allow them the opportunity to develop social and recreational skills within a safe environment. At most times of the day, children will have the choice between quiet activities such as arts, crafts, technology, and construction play or more active play outdoors such as adventure playground, dancing, sporting events etc.

We hope that you find the information package helpful and informative, and we look forward to developing a positive and interactive relationship with you and your family.

Our Philosophy

This philosophy statement provides a foundation for all policies, procedures, and activities of Collingwood Park State School P&C Association Outside School Hours Care.

Our aim is to provide a high-quality service that is safe, nurturing, and supportive to all children and staff. We aim to create a relaxed, home-like atmosphere and encourage a spirit of warmth and respect between parents, the children, and their careers. We aim to encourage a place where children can engage in a range of play and leisure experiences that allow them to feel happy, safe, and relaxed, where they can interact with friends, practice social skills, solve problems, try new activities, and learn life skills. We aim to provide a physically safe and emotionally secure setting where children can explore, socialise, and expand their interests through play using a variety of experiences that are appropriate for early years and middle childhood. We encourage a supportive confidence-building atmosphere that promotes physical, emotional, intellectual, creative, and social growth in a safe, caring, and supportive environment and believe all children are equal and have the right to be treated with dignity and respect.

We believe that the best interests of children and their right to learn, play and grow in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions, and daily work with children. Our programs are designed to support each child's capabilities and interests according to differences in ages, skills, interests, and abilities through a variety of challenging and recreational activities. Children are offered a range of activities including art, craft, reading, games, and outdoor play.

Children, parents, and staff are treated with respect and are inclusive and valued for their diverse family backgrounds, abilities, special needs, and religious affiliation. Individual uniqueness is acknowledged. The service encourages parental and community participation. It welcomes open discussion on all issues relevant to the services operation and acknowledges the importance of the link between the family and the childcare option that they choose.

We provide qualified/qualifying caregivers who show genuine love and concern for the children in their care and a service that is safe and well supervised. Our Centre operates under strict workplace health and safety legislation and acknowledges and respects all individuals and their confidentiality.

The Centre is governed by the National Quality Framework that includes:

A National Legislative Framework: The Education and Care Services National Law and National Regulations

A National Quality Standard (NQS) consisting of 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

A National Quality Rating and Assessment: Process through which services are assessed against the National Quality Standard by Regulatory Authorities and provided with a rating from one of the five rating levels.

A Regulatory Authority – QLD Department of Education and Training: DEC have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the National Legislative Framework and in relation to the NQS.

A National Body – Australian Children's Education and Care Quality Authority: ACECQA oversees the system and guides its implementation in a national consistent way.

An Approved Learning Framework – My Time Our Place (MTOPI): Our program is based on the MTOPI and considers the developmental needs, interests and experiences of each individual child. The approved learning framework has been developed to guide educators in developing quality programs that support children's learning.

Fees

Please note: Fees may be subject to change prior to your child's commencement. These fees are based off our 2022 fee schedule.

Enrolment fee

\$25.00 per new family

This fee is your enrolment fee and is charged to your account upon enrolment. It will be charged per new family to your account once enrolment is completed. If this fee is not paid, care will not be provided until the fee is paid.

Search Fee for non-notification

\$5.00 per occasion

It is very important that the Centre is notified by phone or email by 8.30am for Before School Care bookings and 3.00pm for After School Care bookings if your child is going to be absent. This includes both casual and permanent bookings. If the Centre is not notified that a child is not attending, we need to find where the child is which takes time and attention away from the other children at the Centre.

Late Collection fee

\$1.00 per minute per child after 6pm

This fee is charged in addition to the daily fees when a child is collected after 6.00pm, and is based on the OSHC clock. This is to cover the cost of Educators staying with your child. Educators are employed until 6.00pm only. If parents are late, staff will phone the emergency contacts listed on the enrolment form. If no contact has been made from either a parent or an emergency contact listed, and the child is not collected by 6.15pm then the Nominated Supervisor and Approved Provider will be contacted, and further action will be taken. Our policy states that after 6.15pm, your child/ren will be taken to Goodna Police Station for collection. Please phone the Centre if you think you may be late collecting your child.

Late Payment fee

\$5.00 per occasion

Fees must be paid one week in advance for a permanent booking. Fees for casual booking must be paid before the end of the enrolled week. If payment has not been made, a late payment fee will be charged to your account on each occasion. Please ensure you keep your bill payments up to date to avoid additional fees and possible termination of care.

Child Care Subsidy (CCS)

Our Centre is a registered childcare provider with Centrelink.

The Childcare Subsidy (CCS) is a payment made to eligible families to assist with the cost of work or study related childcare. It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCS. The FAO calculates fee reductions using family eligibility information. Families must provide the Centre with their Centrelink Reference Numbers (CRN) and birth dates through the enrolment process.

Please advise Centrelink that your child/ren are attending Collingwood Park State School P&C Association Outside School Hours Care. You may need to quote the Centre's provider numbers:

Before School Care	1-2CISLF
After School Care	1-2C4BNV
Vacation Care	1-2CISRR

It is important to ensure parents supply the correct information on the enrolment form to receive a reduction in fees. Full fees will be charged until the Centre receives all relevant CRN and DOB details. Credit for fees already paid will be made in accordance with the Commonwealth Department of Family & Community Services Child Care Benefit Handbook.

For further information, please contact Centrelink on 13 61 50.

2. ENROLMENT

How to Enrol

Please read through this entire booklet, it provides all the relevant information that you need to know about our service prior to commencement. During your initial interview with the Coordinator, please feel free to ask questions. During this interview you will also be shown around the service and be given a rundown on basic operations such as staffing and programming.

To enrol your child/ren, you must complete an enrolment form, supplying all relevant information, and pay the membership fee of \$25.00.

An enrolment form must be completed in full PRIOR to your child/ren attending the Centre. This form is available from the OSHC building, school office or via email.

Enrolment forms are required to be updated annually as well as when any changes in the family circumstances occur. It is the parents/guardian's responsibility to keep us up to date with any changes.

The enrolment form contains medical consent in case of an accident. The Centre MUST also be advised of any medical conditions, special dietary requirements, or behavioural issues to ensure any relevant precautions and treatments are in place. Failure to supply accurate information regarding your child/ren may jeopardise the safety of your child/ren and the other children in our care. The enrolment form also specifies who may collect your child/ren from the Centre. The Centre MUST be informed of any court orders relating to the custody of your child/ren. The Coordinator MUST sight the original legal authority and keep a copy of any such order affecting custody of children in the Centre's care.

New Year Re-Enrolments

All children with existing permanent bookings who wish to re-enrol for the following year will retain priority for previously booked days as long as a completed re-enrolment form is received by the due date set by the Coordinator (this will enable staff to determine available places for the following years Prep enrolments). Unless renewed in this manner, all bookings will cease at the end of the calendar year. Once all forms have been returned, each family will be issued with an offer for the New Year. If fees have not been paid up to date, you may not receive your letter of offer for the New Year or may go on the waiting list until fees are paid up to date.

Priority of Access

The service has been approved for 85 places for children. Our responsibility is to follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

First Priority	A child at risk of serious abuse or neglect
Second priority	A child of a single parent who satisfies or have parent who both satisfy the work/training/study test under section 14 of the Family Assistance Act
Third priority	Any other child

In the event that the Centre has a waiting list, and by our agreement with the Department of Education & Communities for childcare fee relief, our Centre must follow their guidelines for allocating places. In the event that a child on a higher priority needs care, another child on the lower priority may be required to leave the service, fourteen (14) days' notice will be given. If you require more information, please contact the Coordinator.

3. BOOKINGS

Bookings and Cancellations

Permanent Bookings

If a child is to attend the Centre on a regular basis, a permanent booking is required. These bookings are guaranteed a place. To cancel a permanent booking, written notification must be given one (1) week before the care is cancelled. This notice can be sent via the parent communication book on the sign in/out area or via email.

No fee is payable for permanent bookings when a minimum of **24 hours'** notice is provided. Cancellations made with **less than 24 hours' notice** will be charged full fees, except in the case of illness or injury. If children are ill or injured, prior notice is given, and a medical certificate is provided the next day a fee will not be charged. Absences for children who are ill or injured and have given notice but not provided a medical certificate will be charged half the full fee for the session. If no notice is given, then the full fees will be payable in all situations.

Casual Bookings

If a child is to attend the Centre on a casual basis, then a casual booking may be made via email, by phone or by completing a change of booking form. A casual booking does not guarantee a place and depends upon our daily numbers. **All ASC casual bookings MUST be made by 2.30pm of the day you require care (dependant on numbers and availability)**. An enrolment form must be completed prior to the child/ren attending the service (as per enrolment procedures).

Casual bookings can be cancelled with no fee payable, provided the cancellation is made with a minimum of 2 hours before the session starts. All bookings that are not cancelled prior to the commencement of the session will be charged at the full fee for the session.

If children are ill or injured, prior notice is given, and a medical certificate is provided a fee will not be charged. Absences for children who are ill or injured and have given notice but not provided a medical certificate will be charged half the full fee for the session. If no notice is given, then the full fees will be payable in all situations.

Absences from OSHC

Attendance and Allowable Absences

Parents who have a permanent position are required to notify the Coordinator as soon as possible if their child will be absent from Outside School Hours Care. The school does not automatically let us know of child absences and absent children are followed up carefully. Please call the service by 2.30pm if your child is not attending in the afternoon to avoid staff looking for your child unnecessarily.

In line with our fees policy, fees are payable for family holidays, overnight school excursions, teacher strike days, public holidays, and sick days if those fall on a day that a child is booked into the service. This is due to Centrelink still processing CCS.

Families receiving Childcare Subsidy are allowed 42 days per year, per child, for 'allowable absences'. Allowable absences can be taken for any reason. Once the 42 absent days have been utilised, the parent is to pay full cost of care on any further absences. 'Additional absences' are unlimited and can be used for non-attendance due to illness. Parents must provide a doctor's certificate.

Signing In and Out

It is a legal requirement that an authorised nominee signs children in and out at the time of arrival and departure.

Drop Off and Collection

We request all families drop children off and sign children in at the service for Before School Care and Vacation Care. On pick-up at After School Care and Vacation Care we ask you first go look for your child and see the activities they are engaged in. If you cannot locate your child with a quick look around, please then come see one of the team who will assist you. We understand this can sometimes be a process as we can be utilising different locations within the school.

Collection By Persons Other Than on Your Contact List

Prior arrangement must be made with the Coordinator for any person other than those stated on the contact list to collect children from the Centre. Please advise persons collecting children that they will be required to provide proof of identity if the Educators do not know them. An emailed/text/written authorisation can be sent to the service.

Children Attending Extra-Curricular Activities

If you require your child are to attend extra-curricular activities within the school grounds during the time they are with us, written authority must be given. Educators may not be available to escort children to these activities due to educator ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorisation is received, detailing time of departure indicating a release of Duty of Care. Please be advised that the Centre will not be responsible for your child during your child's absence from the Centre. Forms for this are available from the sign in/out area.

Vacation Care

Vacation care operates from 6.00am – 6.00pm. \$65.00 per day

The vacation care program will be available to all families four weeks prior to the end of the term. Programs and booking forms will be on display on the sign it/out table as well as emailed to families.

All fees in relation to vacation care must be paid before the closing date listed on the vacation care program. This is usually 2 weeks in advance. Vacation care days may book up, so places will be given on a first come-first serve basis. Casual bookings may not be accepted on the day dependent upon current enrolled numbers.

4. ACCOUNTS

How to Pay

Payment of Fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the front page as well as displayed on the communication board. The Management Committee sets fees based on the annual budget required for the provision of high-quality childcare that is in keeping with our philosophy, goals and service policies and procedures. Parents will be notified in advance if there is to be an increase in fees.

Fees are paid at the end of each week for the week ahead. Therefore, fees are to remain one week in advance. Failure to keep fees up to date will incur additional charges or possible termination of care.

A receipt will be issued for each payment detailing all the requirements according to the Commonwealth Department Family and Community Services Child Care Benefit Handbook. A copy of said receipt is held at the service for access by parents and other genuinely interested persons.

All money will be banked on behalf of the Centre as soon as possible after receipt.

If you are experiencing financial hardship, please contact the Coordinator to discuss payment of outstanding fees, confidentiality is assured, and we understand this occurs from time to time.

Payment Options

Families can pay via:

- BPAY – Statements will be emailed or sent to child classrooms on a weekly basis. Payment of fees must be paid one (1) week in advance.
- Eftpos – We have an eftpos machine on site to accommodate families who wish to pay their fees at the service.
- Cash

Overdue Fees

If there are outstanding fees that are over two weeks behind:

1. In the first instance, the Administration Officer will remind the parent via email and record when the parent has agreed to pay the account.
2. If no payment has been received when agreed, a written notification by the Management Committee will be sent which will give the parent an option to reduce days of care or to go on a Centrepay agreement through Centrelink (which involves a salary sacrifice plan) or set up a payment plan.
3. If no arrangements are made the parent will be contacted by the Management Committee where the terms of payment are discussed, and parents are informed that continued enrolment is dependent on the payment of the fees outstanding.
4. A debt collection agency may be used if payment of fees has not been received and any fees incurred by the service while recovering the debt will be added to the account.
5. The Management Committee may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as above.

5. OSHC PROGRAM

The First Day

The first day for any child can be a very nervous and anxious time. It is critically important that you have completed an enrolment form and communicated to the Coordinator which day you would like to start. It is also suggested that you arrange a time for your child to visit the service prior to their first day.

We will ensure your child has arrived at the Centre and introduce them into the program. Your child will be monitored to ensure they are comfortable, participating and having fun. On your arrival, it is vital that you sign your child in or out from the Centre on the roll located on the communication area at the front door.

Food at OSHC – What we Provide

A weekly rotating menu is displayed on the communication board. We provide:

Breakfast	6.00am – 7.30am
Afternoon tea	3.15pm
Late Snack	5.15pm (<i>provided for the children who have not yet been picked up</i>)
Water is always available	

Our breakfast menu consists of cereals, toast, oats, and fruit with other menu options available on occasion. This usually is a hot breakfast such as MCOSHC burgers, pancakes, or scrambled eggs. Our afternoon tea menu consists of fruit and vegetables, cheese, dips, deli meats, breads, wraps, savoury crackers, multicultural cooked foods, and other special treats such as sushi or pies and sausage rolls. On occasion when cooking is done as an activity, cooked food may be served for afternoon tea or late snack time at 5.15pm for children who are remaining after this time.

We also cater for children who have special dietary needs, so please advise us if your child has any specific requirements so we can ensure there are other foods available for them. Please **DO NOT** send food with children to OSHC. This includes peanut butter and Nutella sandwiches. We have a number of children with allergies, and we aim to be a nut free environment to ensure our children's safety.

What to Bring Each Day

- A wide brimmed hat (no caps)
- Sun safe clothing (no singlets)
- Water bottle
- Closed shoes (no thongs or slip ons)
- Sunscreen (if child is allergic to the Woolworths brand that OSHC supplies)

During Pupil Free days and Vacation Care days, specific items may be required on certain days. Please refer to the Vacation Care program and enrolment form.

Types of Programs Offered

Our program is flexible, allowing for children's specific needs, interests, and spontaneity. As educators, we seek to facilitate children's learning through recreational and social play, provide a wide range of resources and activities for

the children to be involved in. On a daily basis a range of activities such as craft, cooking, sport, construction and imaginative toys and play, electronic equipment, music, dance, games and dress ups are available for the children to be involved in. The educators are spread out across all areas of OSHC to supervise all activities.

Viewing of television is only a part of the After-School Care program, as scientific studies suggest that watching television before school reduces children's ability to learn effectively. During the afternoon session, viewing is not a regular part of the program and is limited to extreme weather (wet days, cold days or heat waves) or at the discretion of the Coordinator. G and PG rated programs and movies are allowed, in accordance with copyright. Staff monitor how much television and screen time each child has to ensure no child is spending too much time in front of a screen.

Excursions

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

Ratios for excursions are based on risk assessments, with high-risk activities such as swimming requiring lower ratios. Generally, ratios for excursions will be 1 educator: 8 children though this may be adjusted according to the age/abilities of the child and type of activity they are participating in.

All excursions are compulsory and permission forms (attached to the booking form) must be signed by the parent/guardian. There are two reasons that excursions are compulsory. The first is that we must always have a minimum of 2 educators on and therefore would require 20 children to stay back to make it viable. The second reason is that whilst excursions are compulsory, the excursion costs can be added into the formula when calculating CCS. Children must arrive by the designated time on excursion days to ensure rolls are marked, children are grouped with peers and the Coordinator speaks to the children about the excursion and what is expected of them.

Before School Care Routine

6.00am

Service opens

Inside quiet activities are available to children. We are very mindful that different children have different needs in the morning, some jumping out of bed raring to go and others still not quite awake when school starts. We encourage children to choose their own activities and pace.

6.00am – 8.00am	Breakfast available	Children can have breakfast as they arrive to OSHC, and we encourage them to select and prepare their own choices of food. OSHC encourages healthy eating.
6.00am – 8.20am	Quiet activities	Activities that are on offer all the time include craft, construction play, board games, dress ups, kitchen corner, barbies, and dolls house, and reading. On occasions, we offer Wii games that promote the children’s physical movement such as handball. Mornings are also a good time to finish off any homework, as they tend to be a little less busy than in the afternoons.
7.00/30am (earlier in summer)	Outdoor play	Children may either continue inside activities or weather permitting and contingent upon the interests of children, join in outside play on the undercover area in front of the building.
8.15am	Pack up time	All children are encouraged to assist with leaving the room clean and tidy, ready for the children in the afternoon.
8.20am	Group meeting	Children meet as a group, check the UV rating for the day, and discuss planned topics, interests, etc
8.20am – 8.30am	Roll call	Children are marked off the roll and walk to the hall where school supervision has commenced before morning classes. OSHC Educators will walk prep to the hall.



After School Care Routine

3.00pm	Service opens	Children place their bags on the racks and are met at the door by an educator to be marked into care. They are required to wash their hands then proceed to sit and eat afternoon tea or move to an area to enjoy the afternoon. The program and menu for the afternoon is displayed on a whiteboard. Missing children are followed up vigorously by calling the school and parents. Please remember that the school does not let us know if the child has been away from school, so a phone call to us before 3pm is necessary.
3.15-3.40pm	Afternoon tea	A progressive afternoon tea is held where children can help themselves to afternoon tea prepared by the Educators. Water is available from the bubblers in the undercover area and in the OSHC room kitchen.
3.00pm – 6.00pm	Extra-curricular activities	If requested, children may attend other activities in the school grounds. Staff will remind children. Children are expected to see a staff member before going to any extra-curricular activities so they can be signed in and out on the child extra-curricular activity sheet.
4.00pm – 5.15pm	Free choice activities / homework	A range of activities are organised and set up throughout the inside and outside environments surrounding OSHC. We recognise that children have been in a structured environment for six hours at school and that they need to unwind and relax, however if you feel the need for your child to start their homework at OSHC, please encourage your child to take their homework books inside and work on this. Children are required to pack up what they are playing with before leaving with their parents. As activities finish, children are encouraged to pack up equipment and clean up any mess they have made.
	Indoor play	Inside activities include craft, homework club, book corner, dramatic play corner, construction corner, board games, and cooking a couple of times a week.
	Outdoor play	Children can engage in outdoor play on the oval, multipurpose court, undercover shade area, hall and on occasions the play equipment. A range of sporting, creative, construction and imaginative play equipment is available and set up for the children.
5.15pm	Pack up time	All areas inside and out are packed up and all equipment is returned to appropriate storage places. This is the responsibility of the children, and the staff will help direct them appropriately during this time.
5.00pm	Roll call	Staff are to complete a silent roll call to ensure all children who have not been signed out of the Centre by this time are accounted for.
5.00pm	Late snack	Late snack is served to children who are remaining at OSHC after this time.
5.30pm – 6.00pm	Quiet games & home time	Quiet activities such as board games, staff led group games, reading, or movie's will be the options at this time. Parents are required to sign their children out and let a staff member know when they are taking their child. Please ring and advise staff if you suspect that you may be late picking up your child. This helps us know what's happening and prevents your child from worrying that you have forgotten them.
6.00pm	Centre closes	There is a late fee if you are late picking up your child so it may be advisable for you to organise a friend to pick up your child if you are delayed. Just make sure you let us know who will be picking up and ask them to bring their photo ID with them.

6. POLICIES AND PROCEDURES

The Service Policy and Procedures manual, which complies with the recommended guidelines from the National Quality Framework, is freely available to all parents of children using the service to view and have input into. Our

policies are updated and amended every 12-18 months or as specific needs arise. A copy of the policy and procedures manual is located on the parent information desk and on the website. Feedback is valued.

Raising Issues of Concern (Policy 9.5)

We believe that families have an important role in the Centre, and we value their comments. We aim to ensure that all families feel free to communicate any concerns they have in relation to the Centre, staff, management, programs, or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Family feedback is one of our most effective resources and we seek to continually improve our service. The Centre respects and considers all complaints seriously and will attempt to find a satisfactory resolution wherever possible. The Coordinator shall be the first point of contact for complaints, however in circumstances where the parent is not satisfied with how their complaint was handled, they can contact any member of the P&C committee for further action.

Procedure

- We support families' rights to raise issues of concern. We will help to clarify their area of concern with reference to relevant policies and procedures and resolve them if appropriate. An issue of concern may include any issue a parent would like clarified, is concerned about, or would like us to consider.
- Children should direct their concerns directly to staff who will deal with the issue immediately.
- Conversations will remain confidential and will only involve other persons as is necessary and negotiated.
- Any parent who wishes to have a formal meeting is requested to make an appointment with the Coordinator.
- The Coordinator/Daily Supervisor will attempt to resolve the issue at this level.
- If the parent still has issues of concern, they should discuss the issue either verbally or in writing with the appropriate representative of the management committee. Either the Coordinator or the Committee Convener can direct a parent to the appropriate person.
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem. This would be discussed further with the parent, or, if necessary, a meeting will be organised with the Coordinator and parent to resolve the problem. The parent's complaint is to be recorded and dated, indicating the issue of concern and how it was resolved in a document, and a copy filed in the family's confidential file.
- The Coordinator or Management will inform the parent of what has been decided regarding the issue. This could be done verbally or if the issue has been dealt with more formally then the Committee or Coordinator will write personally to the parent. Staff will also be informed of any relevant issues they need to address or be aware of. If any issues of concern cannot be resolved internally to the parent's satisfaction, external options will be offered such as an unbiased third party, e.g. School Principal.
- Issues can also be raised at P&C Committee and OSHC Subcommittee meetings.
- Centre policies may need to be reviewed as a result of issues of concern being raised.

A simple process outlining the appropriate procedure for raising areas of concern is set out below:

Day-to-Day Issues Concerning a Child Who Attends the Centre

1. Discuss issue with the Coordinator / Daily Supervisor
2. Discuss issue with representative of Management Committee either verbally or in writing
3. Discuss issue with appropriate unbiased third party (eg: school principal)

Issues that Directly Involve Both OSHC and the School Community

1. Discuss with the Coordinator / Management Committee / School Principal / Relevant Teachers as appropriate.
2. Coordinator / Management Committee will liaise with the Principal to coordinate an OSHC and school approach and seek to resolve the issue.

Medical Policies (Policy 4.10, 4.11, 4.15, 4.17)

Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment and update the service as necessary during the period that the child is enrolled. The parent on the child's enrolment form will record this information. Upon notification of a child's medical condition, the service will provide the parent with a copy of the medical policy in accordance with Education and Care Services National Regulation 91.

Specific or long-term medical conditions will require the completion of a Medical Management Plan, Asthma Action Plan or Anaphylaxis Action Plan completed by the child's doctor or parent. This must be supplied and kept on file at the Centre in case of emergencies. The Child's Individual Medical Management Plan will be followed in the event of any incident relating to the child's specific health care need, allergy, or relevant medical condition (this is in accordance with Education and Care Services National Regulation 90).

Asthma puffers and EpiPens must be kept at the service in a lockable cupboard in case of emergencies.

Anaphylaxis

If your child suffers from allergies that can be life threatening and need to be treated in the first instance with an EpiPen, it is of utmost importance that an EpiPen is provided to the Centre in case of emergency. You must provide a letter from your family physician authorising us to administer this medication. The medication must be fully labelled by the administering chemist. Our educators are fully trained in administration of the EpiPen and similar medications.

Where a child has a life-threatening food allergy and the service provides food, families in the service will be advised not to supply that allergen via email, and by putting up signs in the Centre. Parents of children with an allergy may be asked to supply a particular diet if required (e.g., soy milk, gluten free bread).

At the beginning of each year, plans will be reviewed to ensure they remain current and relevant. Any family needing an updated plan or new medication for that year will be contacted via email or phone to arrange this.

Allergies and Dietary Requirements

If your child has an allergy, you will be provided with an 'Emergency Action Plan form' which will have your child's photo and a plan for staff to follow in case of an emergency. If your child is ill, we will contact you immediately. In the case of an anaphylactic reaction, we will administer the supplied medication, contact parents, and then contact an ambulance if necessary. Please ensure that you or your emergency contacts are always accessible, and all contact details are up to date.

At the beginning of each year, plans will be reviewed to ensure they remain current and relevant. Any family needing an updated plan or new medication for that year will be contacted via email or phone to arrange this.

Asthma

If your child suffers from asthma that can be life threatening and need to be treated in the first instance with a Ventolin puffer, it is of utmost importance that a Ventolin puffer is provided to the Centre in case of emergency. You must provide a letter from your family physician authorising us to administer this medication. The medication must be fully labelled by the administering chemist. Our educators are fully trained in administration of the Ventolin and similar medications.

At the beginning of each year, plans will be reviewed to ensure they remain current and relevant. Any family needing an updated plan or new medication for that year will be contacted via email or phone to arrange this.

Prescription Medication

If your child has or develops a medical condition requiring medication you must provide in writing, authorisation for us to administer this medication. The medication must be fully labelled by the administering chemist, including the details of the child and the administration rate. This includes Asthma puffers and other on-going medications used by children.

At the beginning of each year, plans will be reviewed to ensure they remain current and relevant. Any family needing an updated plan or new medication for that year will be contacted via email or phone to arrange this.

Medical Emergencies

In an emergency Centre staff will seek medical attention from an ambulance or doctor as deemed necessary. All efforts will be taken to contact a parent, guardian or contact person if this occurs.

Infectious Diseases

It is the policy of the Centre that any child, parent, guardian, or staff member suffering from an infectious illness should be excluded from the Centre until such time that the infected person is well again. The Department of Health Guidelines stipulates the exclusion time. Department of Health also requires non-immunised children to stay home during epidemics.

If staff think that the child is contagious, cannot cope with being at the Centre due to illness or would benefit from going home, the parent/guardian will be contacted and expected to collect their child immediately.

Additional Needs

Children who have been diagnosed with additional needs/disabilities are welcome at OSHC, however families must supply professional reports and reports of diagnosis to assist us in caring for children appropriately. Enrolment will be subject to this information being supplied so the Centre can apply for inclusion support and funding to assist the child, staff, and Centre.

[Injury, Incident and Trauma Procedures \(Policy 4.5\)](#)

When a child is injured our first priority is to comfort the child and administer first aid. We encourage all staff to hold current Senior First Aid certification. If injury is serious and it is deemed appropriate, your child will be transported to the nearest public hospital by ambulance. Parents will be notified as soon as possible.

[Sun Safe policy \(Policy 4.8\)](#)

We are a registered Cancer Council 'Sun Safe Centre'.

Our general Centre policy is no hat – no play

The children check the UV rating each morning to determine the type of protection they need for the day. This may mean sunscreen does not need to be applied on days with a low UV rating. We encourage the use of the Cancer Council APP to check the rating and protection requirements. SPF 50+ sunscreen is readily available for children and staff at the Centre. They are responsible for applying it themselves. Parents are welcome to provide their own sunscreen for their child if they would like to (a roll-on face sunscreen is easy to apply for all ages and stores readily in your child's bag or at the service). On excursions parents are requested to apply minimum SPF 30+ sunscreen to their children before they arrive. They are reminded to send their child in sun protective play clothes and a broad brimmed hat.

No Smoking Policy (Policyb4.12)

Our Centre is situated in Department of Education grounds, which are all smoke free zones.

Behaviour Management (Policy 2.6 & 2.7)

This service operates within the boundaries of Collingwood Park State School and has chosen to adopt the principles of the Collingwood Park State School Responsible Behaviour Plan.

In general, children will be given two verbal warnings about their inappropriate behaviour. Upon the third warning, parents will be informed either verbally or in writing, depending on the seriousness of the matter.

If a child's behaviour causes physical danger to other children, staff, or the child him/herself, the parent will be contacted immediately and asked to collect the child. In extreme cases the child may be excluded from the service temporarily or indefinitely. Under certain circumstances, exclusion can mean an 'in-service' exclusion from certain activities, where the child will be required to sit with the Coordinator and do their homework until their exclusion period is over.

Exclusion time will be dependent upon the below flow chart and seriousness of the incident in question.

- **1st SUSPENSION: SHORT (1-3 booked days)**

Child shows commitment to improving behaviour before they are allowed to return. This will require a written apology from the child outlining the steps they are taking to ensure their behaviour will be acceptable in the future (the parent may act as a scribe if the child is not able to do this themselves). The child must sign the apology. The parent will be asked to sign and date the incident report which was written by staff at the time of the incident and given copies of (2.6) – Behaviour Support and Management and (2.7) – Exclusion for Behavioural Reasons policies.

- **2nd SUSPENSION: SHORT (3-5 booked days)**

Procedure as above. Child will need to show serious commitment to change before they will be allowed to return. This will be determined by the Coordinator and the P&C Executive Committee. No more than four (4) short suspensions will be allowed in any calendar year. A Behaviour Management Plan will be implemented and enforced.

- **LONG SUSPENSION (5-20 booked days)**

Mandatory Resolution meeting between parents, Coordinator and an appropriate member of the P&C Executive Committee will be arranged.

- **PERMANENT CANCELLATION OF PLACEMENT**

If a child repeats the behaviour and shows no substantial commitment to improve their behaviour patterns, then a permanent cancellation of the child's placement will be considered.

Upon returning from an exclusion period, the child and parent will be required to meet with the Coordinator to discuss and sign a behaviour plan to ensure successful inclusion back into the program. The Principal of the school will be notified if the behaviour affects other children, staff, or property of the school.

Parent Code of Conduct (Policy 9.8)

The best interests of the child are our paramount concern. This service endeavours to provide care that respects the child's rights, dignity, and privacy at all times. To do this we require parents to abide by the Parent Code of Conduct. Whilst this service respects the rights of parents, it is our duty of care to always ensure the safety and wellbeing of all children within our care. Any parent not following our Parent Code of Conduct will be asked to vacate the premises immediately.

Parent Code of Conduct

- Refrain from using offensive language and gestures.
- Remain calm and respectful, no raised voices.
- Refrain from disciplining other children.
- Refer incidents and concerns to Coordinator.
- Not to be intoxicated.
- Not to be under the influence of narcotics.
- Not to smoke within school grounds.

Although staff are available for parents to always speak with briefly, if you require longer, please make an appointment with the Coordinator so that any concerns can be adequately dealt with or alternatively you may follow the grievance procedure outlined in the policy and procedure manual.

OSHC Rules (Policy 2.6, 2.7, 2.8)

- Arrive at OSHC by 3.10pm to mark the roll.
- Wash your hands – its important!
- The office is a kid free zone.
- No hat, no outdoor play.
- Keep your hands and feet to yourself.
- Talk with respect – walk with respect.
- Respect OSHC property.
- Follow all instruction from our OSHC team (listen, no means no, stop means stop).
- Sit and eat – no moving around with food.
- Put your rubbish in the bins.
- Pack away toys when you are finished.
- No eating from your lunchbox in the morning.
- Do not go under any buildings and stay in bounds.
- Shoes must be always worn (unless permission is given to remove them).
- Have fun 😊
- If you have a problem, see a staff member.
- Sticks and stones must stay on the ground unless used in an activity.
- Make sure a staff member knows where you are at all times.

Personal Belongings (Policy 2.15)

While we understand that children might want to bring personal items from home, we do discourage this from occurring on a regular basis, as often toys can be lost which is upsetting to the child or expensive toys are brought which are broken. The service assumes no responsibility for damage or loss to any item belonging to any person. The service does not allow students to use mobile phones or internet enabled devices.

Parents should ensure that everything is named, especially clothing and hats, as these have the greatest chance of being returned to their owners.

Confidentiality (Policy 10.8)

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by this service. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

Use of Photos (Policy 2.13)

On occasion your child may be photographed participating within the day-to-day activities we provide at.

Collingwood Park Outside School Hours Care. These photos may be used within the service, on walls etc as part of our programming and evaluation process. The children take great pride in having their day-to-day lives documented this way.

If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission. We may also take photos of activities and events of children to be placed on our closed Facebook Page, Website, and newsletters to help inform parents of the types of activities and experiences we offer. Written permission is sought for this during enrolment. Please feel free to discuss this with the Coordinator if you have any suggestions or concerns.

Communication (Policy 9.3)

Communication with families is very important to us, as it is the core to adequately providing children with high quality care and supporting families. We understand that all children have different individual needs and interests, and we would love to discuss these with you, as knowing and understanding your family helps us with your child's development capabilities. It also allows us to clarify any questions you may have about your child.

Parent involvement and feedback is also very important to us. We have a couple of surveys throughout the year, which we encourage families to complete and return. These surveys allow us to evaluate our service and facilitate future planning.

OSHC will communicate through the school newsletter, service newsletter, OSHC notice board and when applicable in writing to the parent. At times, staff will speak to you personally about relevant minor incidents pertaining to your child. If a more involved discussion or you have any issues or concerns, please organise an appointment with the Coordinator.