



*Family
Information
Handbook
2020*

Family Information

Welcome to Jimboomba Outside School Hours Care, thank you for enrolling your child with us.

Our team of passionate and experienced educators are excited about providing high quality care for your family and forming a meaningful and lasting bond with you. We welcome family's enquiries and wish to provide an insight with general description of the activities and experiences given by the service, services philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved, the goals about knowledge and skills to be developed through the activities and experiences. The Service is operated by the Nominated Supervisor who is supported in her role by the Jimboomba State School P&C Association. Our staff consists of casual & permanent part time educators who are experienced and qualified or studying towards qualifications in childcare.

Educators employed at our service meet the necessary qualifications in First Aid, CPR, and Asthma & Anaphylaxis management. Our educators hold a wide range of qualifications as per legislation related to the care of children and hold or have applied for a current Positive Notice Blue Card for Child Related Employment, issued by the Commission for Children and Young People.

Our service is currently licensed by the Department of Education, Training and Employment (DETE). As part of our licensing requirements, we maintain a Quality Improvement Plan developed and continuously reviewed in collaboration with families, educators, P&C members and community members.

The service is licensed under Educational and Care Services Act 2011 & Educational and Care Regulations 2014. We are licensed to take 120 children per day for BSC, ASC, and Vacation Care & Pupil Free Days.

We trust that you will find this information package helpful and informative. If you have any queries, please contact the Nominated Supervisor via email, phone or in person, this information is provided at the bottom of the page.

The Family Handbook outlines the requirements regarding activities, experiences, programs, the legislative educator to child ratio, and other important information including information including but not limited to;

- Child Care Act,
- National Childcare Legislation,
- Child Safety,
- National Quality Standards,
- National Quality Framework.

<p><u>Contact Details:</u> Coordinator: Tiffany Collins Email: tiffany@jimboombasspc.org.au Assistant Coordinator/Educational Leader Karen Whitehouse Assistant Coordinator/Accounts Kristy Aldridge Tel: (07) 5546 0550 Email: enquiries@jimboombaoshc.com Location: 103 Brisbane Street, Mt Lindsay Highway Jimboomba, Qld 4280</p>	<p><u>Jimboomba State School P&C Association:</u> Executive Management Committee. Operations Manager. Jessica Gunther Contact details: Ph (07)55488333 Email: admin@jimboombasspc.org.au</p>
<p><u>Provider Numbers:</u> Before School Care 555 00 88 55 K After School Care 555 00 88 55 K Vacation Care 555 00 88 57B</p>	<p><u>Regulatory Authority:</u> Department Education Training & Employment ACECQA</p>
<p><u>Hours of Operation:</u> Before School Care 6am-9.00am After School Care 3pm-6.30pm Vacation Care 6am-6pm Pupil Free 6am-6pm Public Holiday Closed Christmas Period CLOSURE WILL BE ADVISED</p>	<p><u>Fees & Charges:</u> Enrolment Fee - \$20.00 (will be charged if paper enrolment is used, online enrolments do not attract a fee and can be accessed through the Jimboomba SS website and QKenrol) Before School Care – permanent \$17.00 casual \$19.00 After School Care – permanent \$21.00 casual \$23.00 Vacation Care/Pupil Free Day – permanent \$40.00 Bookings received after the cutoff date will incur an additional fee of \$2.00 \$42.00 Please note that from the 2018 all families will be charged 1 week in advance and will need to keep their account in advance to avoid penalty charges.</p>

Table of Contents

1. About Our Service:

- 1.1 Service Policy Statement and Philosophy
- 1.2 Service Goals Short & Long Term
- 1.3 Approved Provider Information
- 1.4 Enrolment and Orientation
- 1.5 How we communicate with Families
- 1.6 Respectful Relationships
- 1.7 Child Safety
- 1.8 Use of Photos & Social media
- 1.9 Confidentiality
- 1.10 Family & Community Members Code of Conduct
- 1.11 Staffing Arrangements
- 1.12 Feedback Concerns, Complaints and Suggestions

2. Caring for Your Child:

- 2.1 Arrivals and Departures
- 2.2 Late Collection
- 2.3 Children leaving without permission
- 2.4 Shared Parenting
- 2.5 Emergency Procedures
- 2.6 Health & Wellbeing
- 2.7 Medication
- 2.8 Daily Routine
- 2.9 Homework
- 2.10 Breakfast, Morning & Afternoon Tea
- 2.11 Positive Behavior
- 2.12 Students, Visitors and Volunteers
- 2.13 Excursions
- 2.14 Transport
- 2.15 Clothing
- 2.16 Babysitting
- 2.17 Programming
- 2.18 Personal effects

3. Payment for Care:

- 3.1 Payment of Fees and Outstanding Fees
- 3.2 Childcare Benefit
- 3.3 Bookings
- 3.4 Attendance
- 3.5 Allowable Absences
- 3.6 Approved Absences

4. Important Contacts

5. Family Handbook Checklist & Signature sheet

1. About our Service

1.1 Our Policy statement & Philosophy

POLICY STATEMENT

At our Service, our Philosophy is a shared vision and is a collaboration between all stakeholders. It will be reviewed annually.

BACKGROUND

Our Philosophy will outline the principles to which our service operates. That our philosophy will reflect My Time, Our Place Framework for School Age Care, the National Law and the principals which apply to Education and Care of Children.

That the policies, procedures and practices that underpin the decisions for our service are made on a daily basis to assist with the planning, implementing and evaluating of quality experiences for children in our care. That our approved provider, nominated supervisor, Coordinator, Assistant Coordinators and educators have a shared vision for the future outcomes for our Service.

ACKNOWLEDGEMENT

We at Jimboomba OSHC recognise and acknowledge the Traditional Custodians of the land. The centre pays respect to the Elders, past, present and emerging. We extend that respect to other Indigenous Australians and to all Torres Strait Island people and to all other culture.

OUR VISION

Is to provide Children and their families with the opportunity to be cared for in a safe, supportive and nurturing environment.

Our MISSION

Through mutual Respect we grow stronger together, through creativity we learn, through play we have fun.

ORGANISATIONAL VALUES

- Respect
- Diversity
- Confidentiality
- Collaboration and professionalism
- Ongoing learning and reflective practices.
- Open Communication
- Support

PHILOSOPHY

At our Service we believe that Children are our future and

- That children's individual and unique identity be acknowledged, celebrated and valued.
- That we believe that children's cultural, and personal interests are recognised and developed through meaningful experiences.
- We believe that children's voices are heard, acknowledged and respected.
- We believe that children should feel a sense of well-being, and belonging.
- We believe that through positive relationships with all stakeholders that it scaffolds a strong foundation and it will build a nurturing environment.
- We also believe that there is a reciprocal expectation for children to respect educators, children and equipment while attending our service. That this is acknowledge by families as an important part of the ongoing relationship between our service and home.
- We believe that safety of children and educators are equally important and we endeavour to maintain a safe and healthy environment for all who attend our service.

We strive to achieve our Philosophy through the provision of an appropriate environment that is:

- Child-centred
- Holistic
- Nurturing
- Respectful
- Stimulating
- Fun

- Inclusive
- Collaborative
- Supportive
- Welcoming
- Our curriculum is play based experiences that are meaningful and support life-long learning.
-

Our educators will:

- Provide a welcoming and friendly atmosphere.
- Provide a physical environment that is supportive and aesthetically pleasing.
- Develop and maintain secure, respectful and confidential relationships with families and all other stakeholders.
- Encourage stakeholders to be involved in the decision-making process.
- Provide intentional and unintentional learning
- Be positive role models.
- Will observe, evaluate and reflect children's learning to develop and improve our curriculum.
- That our educators will continue to increase their knowledge through training and professional development.

1.2 Our Goals

SHORT TERM GOALS

Our short term goals are to build our service capacity to accommodate the increasing need for quality before school care, after school care and vacation care, for our local community.

To continue to support our school community by being flexible, approachable and accountable.

LONG TERM GOALS

Our long term goals are to achieve high standards of care for the families attending our service. With our aim being to achieve an Excellence Rating.

To offer a workplace that is safe, professional, friendly and rewarding for all employees.

That our environment is warm, nurturing and caring with educators focused on building strong relationships with all stakeholders.

1.3 Approved Provider

The approved provider for Jimboomba Outside School Hours Care is the Jimboomba State School P&C Association.

Jimboomba Outside School Hours Care is licensed under the Education and Care Act 2011. Our service must comply with the Education and Care Regulations including but not limited to

- **Requirements about activities, experiences and program**
- **Educator to child ratio requirements**
- **Educators qualifications**
- **Follow a nationally approved learning framework**

Parent participation is encouraged throughout all aspects of the service; management sponsor/licensee, supports the staff and with the day to day running of the service. The election of management is held at the AGM each year. Monthly meetings are held on the second Tuesday of each month on site in the school staff room starting at 6pm. The meetings have an agenda so that they can be kept short, items for discussion can be submitted to the Nominated Supervisor or P&C Executive Team in writing before the meeting.

While we are a part of the school, we are a separate organization. All grievances & feedback is required to be directed to the Coordinator/Nominated Supervisor or P&C Association via the feedback & grievance policy outlined in this manual. All respect will be given to confidentiality.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate

in surveys. Your participation not only allows you to have your say, it ensures that our service is the best it can be. It also assists us to update our Policy & Procedure Manual to remain up to date with the community wants and needs.

Jimboomba Outside School Hours Care has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which will be made available to you to read on enrolment of your child. For easy referencing a copy is kept at the parent sign in area and centre wall near the parent sign in area.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us.

Information regarding the following is available on the parent information wall near the parent sign in area:

- Services philosophy about learning and child developed outcomes will be achieved,
- The goals about knowledge and skills to be developed through the activities and experiences,
- The first aid officers on site (All Jimboomba OSHC educators are first aid trained)
- Responsible person on site.
- Educators on site (Displayed on front door)
- Assessment ratings.
- Service program.
- Service routine.
- Educator qualifications.
- Information regarding local organisations.
- Information regarding support services.
- Emergency contact numbers.

Details in this manual are correct at the time of printing.

1.4 Enrolment & Orientation

Parents/guardians are required to update details on their child's enrolment when changes occur or at the beginning of each year, to maintain accurate records. The parents and guardians are encouraged to visit the service this is a fantastic opportunity for you to discuss with us what will help make your child's time with us enjoyable and rewarding, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming. Because we are a primary school service we will accept Prep children to grade six. They can commence on the first operating day of the year. Parents/guardians/volunteers are encouraged to participate and take on an active role in the service by attending P&C meetings, joining the Management Committee, sharing their life and work experiences with the service, whether it is foreign languages, craft ideas and/or hobbies. Parents are welcome to contribute to the services Facebook group (which is a closed group by invitation only) or give suggestions, by way of the parent communication book or by emailing the service. Educators are always available to listen to parents suggestions.

For further Information, ***(Refer to Enrolment Policy for details)***.

If your child requires additional support, a meeting can be arranged between the Coordinator/Nominated Supervisor and the parent/guardian before the child commences care with the service. Agenda items for such meetings consist of:

- level of support the family requires;
- duration of support;
- necessary training of educators and volunteers;
- the safety of all children enrolled;
- environmental factors;
- Sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to support your family as much as possible and possibly seek assistance from Inclusion Support agencies. All information obtained through the enrolment procedures will be kept confidential with educators updated with need to know information only. Occasionally the service will share information with your child's school regarding their developmental needs and support techniques to assist with providing consistency for children. It is essential to maintain the service with up to date information regarding your family/

(See Enrolment Policy & Communication with Parents Policy).

1.5 Communication

We have a number of ways we communicate with our families and school community. These include email, verbal conversation, Facebook and newsletters.

Posters and brochures are available on the parent information wall, relating to our Framework also included are health, nutrition, contact numbers for various community support groups. We provide these in a number of languages and can help with further contacts if you need them.

Your feedback and input is vital to maintain a service based on community needs and wants. Occasionally surveys are emailed throughout the year; we also provide a parent communication book and confidential feedback & grievance procedure for all community members. There is also a Booking Change Journal located at the parent sign in area for your convenience. This is to assist with families providing written notice of all booking changes as per our 5-day cancellation policy to avoid charges.

Information regarding our Licensing is available at the Family Information Wall which is updated regularly.

(See Communication Policy).

1.6 Respectful relationships

Jimboomba outside School Hours Care's priority is providing a safe fun and happy environment for our families and community. We endeavor to build mutually respectful relationships with children, families and community members. We respect a child's dignity and privacy at all times and considers children as unique, valued individuals. Children's developmental needs, age, trends, interests etc influence the ongoing development of the service programs, positive behavior guidance techniques and the physical and aesthetic layout of the Service.

Jimboomba OSHC has basic behavioural expectations of children in care, these align with Jimboomba State School expectations of being *Responsible, Respectful and Safe*. These expectations have been developed in collaboration with children, families, educators, community members, P&C members to assist to with a sense of ownership belonging regarding their personality and behaviour.

Expected child basic behaviour;

We have adopted the Jimboomba State School Rules of being SAFE, RESPECTFUL AND RESPONSIBLE as our main focus rules, however we also expect children to follow the below expectations,

- We will walk inside
- We will respect ourselves, our educators and our equipment
- We will keep our hands, feet and words to ourselves.
- We will speak to others the way we want to be spoken to, with respect and dignity.
- We will open our eyes to new things, and give them a go!
- We will stay where we can see an educator (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying
- Manners are important and should be used

(See Respect for Children Policy).

1.7 Child Safety

Jimboomba Outside School Hours Care regards our family's safety, health and wellbeing of the utmost importance. Our Service has a high standard of morals & ethics, regarding our duty of care for children associated with the service whilst not in the care of their parents or primary cares as our main priority.

We provide annual professional development workshops regarding Child Safety, Child Protection and the Reporting of

Harm. Jimboomba OSHC is a mandatory reporting organization as set out by Queensland legislation. We encourage our team, families & community members to attend these types of workshops.

Child safety policy, procedures and practices are implemented and constantly reviewed via critical reflections to ensure effective practices are maintained. A daily roll is conducted to ensure all children are accounted for, and if a child or children do not arrive at the service as expected the Coordinator will follow up via our late child report procedures. Family members will be contacted as soon as possible in the event of a child not arriving to care. It is the account holder's responsibility to give notice to the service as soon as possible if a child will be absent or has been picked up early from school. This reduces any unnecessary location practices being implemented and reduces the risk of team members becoming unnecessarily concerned for the location of a child.

(See Child Protection Policy).

1.8 Images, photography, video footage & display

Children are photographed while participating within the daily program including but not limited to; playing sports, creating artwork masterpieces, attending excursions etc. Images, and video footage may be used for display around the service in montages, Facebook (Closed Group) and used in our weekly Learning Stories. The children take great pride in having their day to day lives documented this way and thoroughly enjoy the educators taking photos.

Photos may be taken at any other time or for use in any other project such as marketing material for the service however additional permission will be gained prior to such marketing being produced. The service also supports students who may require photo documentation of their involvement within the service to assist with their studies. There is a photo; consent form enclosed in the enrolment pack for parents to read over and sign this consent form and this can be changed by parents/guardians at any time. Please note consent can be withdrawn in writing at any time.

1.9 Confidentiality

All records are stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Information Handling (Privacy and Confidentiality) Policy**. You may access your child's personal records at any time if you are authorized by the account holder. Please see the Coordinator/Nominated Supervisor regarding accessing to family records.

1.10 Family/community member code of conduct

Team members are available for families and community members for brief discussions. Alternatively, longer confidential appointments can be made to speak with the Coordinator/Nominated Supervisor. If you wish to speak to someone other than the Coordinator/Nominated Supervisor, please follow the **feedback and grievance policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns or provide feedback you may have regarding the service in a suitable manner.

Family & community members are requested to;

- maintain a calm tone of voice.
- Do not shout or use aggressive tones.
- use appropriate language (no swearing or derogative comments)
- be open to feedback
- be patient while any investigations are conducted
- use safe and appropriate body language
- emergency services will be contacted in the event of a person not responding to a request to leave the premises or is displaying threatening behavior or body language
- provide a grievance in writing to be followed up effectively

1.11 Staffing arrangements

All team member qualifications and educator/child ratios are in accordance with guidelines set in the Child care regulations 2014.

Children are actively supervised by qualified educators at all times for safety reasons: All child/educator ratios are set after consideration is given to risk factors. However, Child ratios are maintained at the following Ratio requirements;

At the Service	1 educator / 15 children
On excursions	1 educator/8 children or as determined via a risk assessment
During water activities	1 educator/5 children or as determined via a risk assessment

These ratios are a guide and can change depending on external issues up or down.

- Ongoing professional development opportunities are provided for all team members. All educators are qualified with ACECQA approved First Aid, CPR, Asthma and Anaphylaxis qualifications and have a wide variety of experience working with children.
- Employment and training procedures are maintained to ensure all children are welcomed into a warm caring and safe environment at all times.

- All team members hold a current or have applied for a child related Positive Notice Blue Care, issued by the Commission for Children and Young People.
- Educator profile pictures are on display at all times.
- P & C executive management structure is displayed on the service front door.

(Refer Staffing Arrangements Policy).

1.12 Feedback and Grievances

If you have any concerns, feedback, suggestions or grievances, please speak to the Coordinator/Nominated Supervisor. Depending on the circumstances, the Coordinator/Nominated Supervisor will request a follow up email be sent by the person providing the information to ensure any investigations can be supported with up to date & accurate information.

If a person providing information is not satisfied, the P&C executive team will assist. Contacts for P&C executive team are located on the family information wall in the OSHC main office or at the front of this handbook.

Other avenues of communicating you are via the parent communication book located in parent sign in area or attendance at P&C committee meeting held the second Tuesday of the month from 6pm in the school staff room in the administration building. Jimboomba OSHC actively seeks feedback and participation from families and community members please feel free to attend our weekly meeting held at the OSHC service each Thursday morning between 9-10am.

(Refer Feedback and Grievances Policy).

2. Caring for Your Child

2.1 Arrival and departure procedures

Before School Care 6am -9am(BSC) - Family members/guardians must sign children into care each morning for BSC on our iPad system QKids Kiosk located at the parent sign in area using their own pin number. A Jimboomba OSHC team member will sign children out of care; Children requiring to leave OSHC prior to school commencing for extra activities will require an early release form to be signed, with the details of the time and purpose of the early release. Prep children are escorted to class by educators at 8.40am. Just a reminder Jimboomba State School doesn't have any teachers on duty at early times for supervision.

After School Care 3pm-6:30pm (ASC) – All children are signed into care upon arrival after the conclusion of school approximately 3-3:15pm. Prep children are collected from their class at 3pm by a team member and are walked to ASC. Any children who have been booked into care and have not arrived by 3:15pm are followed up via a late child report. ***It is imperative to inform OSHC via phone, email or in person if your child is going to be absent or has been picked up early on the day to prevent unnecessary location procedures implemented and any unnecessary concern felt by the team.***

Parents are required by our regulations to sign their child/children in and out of care appropriately and parents are not to allow children to enter or leave the centre by themselves children are to be accompanied at all times by an adult.

Vacation Care 6am – 6pm (VC) – Vacation Care is run on a separate program which is emailed to parent's weeks before the end of term. The program highlights a variety of fun filled activities which can include excursions, incursion and service based activities. The days are charged for a full session which is 12 hours, (see front of this handbook for fee structure) however please note that an additional fee may be charged for excursions to cover the cost of buses and entry fees to external activities. Also an additional fee may be charged for incursions and for other special activities such as for celebration lunches. (Refer to the Vacation Care Program for more information)

Alternate collection - Prior arrangement must be made with the Coordinator/Assistant Coordinator for any person other than approved persons identified via an enrolment form or update account information forms, to collect children from the centre. Notification for other persons collecting any child is to be approved by the account holder and/or authorised guardians only. Other authorised persons i.e. grandparents authorised for collection, are not permitted to request alterations to an approved persons list on an account, the account holder will be contacted to confirm any changes to the approved persons detailed on their account.

All approved/authorised persons listed on the child's enrolment will be required to supply photo identification for copying the first time they pick up this is a child safety protocol. Any person claiming to be an approved contact, who does not provide photo identification such as a driver license or proof of age card, will not be permitted to collect a child from the service. The account holder will be contacted to confirm identification of any person who has not provided photo identification by detailing height, body size, hair colour, eye colour, skin complexion etc. If the account holder is not able to accurately describe a person claiming to be an approved person, collection of a child will be denied with the account holder being requested to make

alternate arrangements. Sample signatures may be requested from authorised persons for additional child safety measures. Under no circumstances are children permitted to leave the service unaccompanied, all children must be signed out of care by an approved person. This is the responsibility of the account holder/s.

Additional Activities – Occasionally the school and local community offer extracurricular activities such as netball, choir, music lessons, gymnastics etc. If you require your child to attend activities within the school grounds, written authority must be provided via an additional activity form. Educators are not permitted to escort children off the school grounds without appropriate documentation/forms being completed and signed by the Coordinator/Nominated Supervisor and parent/guardian. Children attending additional activities are required to be signed out of care by a team member to attend an additional activity being transferred into the care of a person implementing the additional activity. Children are required to return to OSHC upon completion of an additional activity where necessary. If a child has been collected from the activity, it is the parent/guardian's responsibility to notify the Coordinator/Nominated Supervisor. Child safety location protocols will be implemented upon a child not returning to OSHC as scheduled.

(Refer Arrivals and Departures Policy).

2.2 Late collection of children

We ask for your consideration and cooperation by collecting your child by 6.25pm on school days & 5:55pm on vacation care. This is to allow for time for you to sign your child out of care & for the service to close on time avoiding late fees & overtime fees. Late pick-ups can be distressing for children, if there is an emergency and you are unable to collect your child on time, please contact the service immediately.

Jimboomba OSHC is not licensed or covered by insurance before opening times and/or after closing times. If your child is not collected on time, a late fee of \$25.00 per child will be charged immediately after 6:30pm on school days and 6:00pm vacation care and pupil free days, with an additional \$1.00 per child payable every minute thereafter. The correct time will be recorded on sign out system. If a child is not collected by 7.00pm and emergency contacts cannot be reached, the

Coordinator/Responsible Person on site will contact the police to collect any children who are still at the service. It is at the Coordinator/Nominated Supervisor's discretion to exclude a family from the service for reoccurring late pick-ups.

(Refer Arrivals and Departures Policy and Fees Policy).

2.3 Departing the service without notification

If at any time, a child leaves the service without permission, the Coordinator/Nominated Supervisor or Responsible Person onsite will immediately contact emergency service for assistance to locate a child. Parents/guardians will be contact as quickly as reasonably possible. ***(Refer Arrivals and Departures Policy.)***

2.4 Shared parenting arrangements

All families with child related court orders/ consent orders/ protections orders/ parenting plans or anything of the kind, are required to provide the service a copy as per Childcare Regulation 2014.

The centre will follow and uphold their duty of care and follow the centre policy and procedures relating to protecting children from harm best way possible.

(Please refer to child protection policy).

2.5 Emergency procedures

Emergency evacuation plans are located on all building exit doors including a safe path to the closed emergency evacuation point. We request all parents, educators and children to make themselves familiar with the multiple emergency drill procedures regularly practiced by the team and children at different times of the day. If at any point, families or volunteers are on site, we request that your positive role model alongside the team by participating in the emergency drill to educate our children of the importance of prioritizing safety. All emergency equipment on site is serviced approximately every six months, fire alarms are tested regularly, and routine daily safety checks are also conducted.

(Refer Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.)

2.6 Health and wellbeing

All children who are suffering from an infectious disease will be excluded from the Service to prevent contamination and outbreaks of infections. Children presenting with high temperatures will be required to be picked up immediately by a parent or caregiver. Children are required to wash hands on entering the service or whenever directed to do so. Educators observe stringent hygiene practices throughout the day with resources cleaned regularly. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use.

In the case of a major injury or illness, an educator will attend to the incident and a report detailing child's name, date of birth, age, time and date of incident or onset of illness, first aid measure taken, attempts to contact authorized persons, regulatory authorities contacted, emergency service contacted and the date and time parent/guardians are contacted. The Coordinator/Assistant Coordinator or Responsible person on site will discuss the incident with you and provide a copy of an incident/illness report upon request.

The Coordinator, Assistant Coordinator or Responsible Person onsite will attempt to contact authorized emergency contacts if a child has been involved in an incident or becomes ill while in care. Team members adequately qualified with approved first aid related qualifications can offer basic First Aid support only.

In the event of a serious incident i.e. the first aid officer onsite feels the incident requires more than basic first aid support, team members will make all reasonable efforts to contact authorized persons as soon as possible. Emergency services will be contacted immediately for support and/or assistance as required.

In the event that a child may require additional support at the discretion of emergency services, children will be taken to a hospital for review or assessment for additional assistance. Any hospital chosen will be at the discretion of emergency services, depending on the level of additional assistance required. A team member will accompany any child requiring transport via emergency services equipped with the child's profile containing vital medical and family information.

Any costs associated with seeking emergency services and/or medical support remains the parent/guardian/account holder's responsibility. Failure to maintain up to date records with the service may result in persons being unable to be contacted in the event of an emergency, maintain up to date details is the responsibility of the account holder.

Children with infectious diseases will be excluded from the service in accordance to 'Staying Healthy in Childcare 5th edition' and/or at the discretion of the Coordinator, Assistant Coordinator or responsible Person onsite with notification to Qld Health upon the confirmation from a Medical Practitioner. All infectious diseases require written confirmation to be supplied to the service immediately. Dependent on the disease/illness decontamination procedures will be implemented to prevent the risk of contamination or outbreak.

Children with infectious diseases or illness require a clearance letter upon request of the Coordinator, Assistant Coordinator or Responsible Person onsite from the original diagnosing medical practitioner. OSHC reserves the right to review a medical clearance letter at the discretion of the Coordinator. We request your understanding and co-operation during this process as the service maintains a duty of care to other service users.

We are a sun safe service

OSHC team members encourage children to take increasing responsibility of their own health and well being. Children are asked to wear a sun safe hat or cap while playing outside, and to avoid playing in direct sun, wearing sun safe shirts that cover the entire shoulder area, and to wear sunscreen.

Educators encourage application of 50+ sunscreen at morning tea, lunch & afternoon tea during vacation care or when prolonged exposure to harmful UV rays occur.

The sun safe policy applies to BSC and ASC with children wearing hat or caps, applying 50+ sun screen on arrival or when playing in unshaded areas. **(See *Sun Safe Policy for further information & Cancer Council guidelines.*)**

Jimboomba OSHC is on a government school site, smoking is prohibited by law.

(Refer Illness and Injury Policy, General Health and Safety Policy, Infectious Diseases Policy and Health and Wellbeing Policies.)

2.7 Medication

Any child requiring medication to be administered by an employee of the service MUST complete medication form including the child's name, age, date, medication required, dosage amount, method of administration, time to be administered & last

dose administered. Forms are located in the medication folder in the kitchen; please ask the Coordinator, Assistant Coordinator or responsible Person onsite. OSHC is prohibited from administering a first dose of medication.

All medication must be supplied in an unopened original container with a pharmaceutical label detailing the child's name, age, date, medication required, dosage amount, method of administration, prescribing medical practitioner, times to be administered, expiry/use by/best before date clearly printed on the front, accompanied by a letter from the prescribing Medical Practitioner.

In the event of a child developing a temperature the child will be closely monitored if the child's temperature exceeds 38. degrees or increases rapidly, parents/guardian will be immediately contacted and asked permission for staff to administer the appropriate dose of Panadol due to age and weight of child. If a parent/guardian is unable to collect a child within one hour the staff will keep a record, (**Temperature monitoring Chart**). Manual cool down first aid measures will be taken as well and the child's condition will be monitored and documented via temperature monitoring chart and illness record. However, during the 2020 Coronavirus (COVID-19) outbreak no child care be accepted into care if exhibiting signs of high temperature, coughing, sneezing, or any other symptom that could be related to this virus, exclusion is at the discretion of the Coordinator, Assistant Coordinator or responsible person.

Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the service upon enrolment or diagnosis of their child's particular health needs, including medication. If a child has a long term illness, written confirmation from the diagnosing medical practitioner must be supplied accompanied by an action plan and Medical Risk Management Plan developed in conjunction with the medical practitioner, OSHC Coordinator and family.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the Service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of this by detailing on enrolment form. (**Refer Health and Wellbeing Policies**).

2.8 Daily Routines

Before School Care

Children are signed in by parents each morning. Breakfast is supplied between **6:00am & 7.45am**. Morning routine can consist of children completing home work, reading, floor play, role play, active play and spontaneous craft and playground activities. Children needing to leave the OSHC early need written permission from parents via email or additional activity form. Preps are escorted to and from class daily.

After School Care

Children are signed in by the Coordinator, Assistant Coordinator or Educators immediately after school. A light, nutritious snack will be served between 3:00pm-4.00pm, followed by quiet time for homework (optional). A variety of structured activities such as craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children. Between 5.30pm-6:30pm all children are inside for unstructured quiet movie time numbers permitting.

2.9 Homework

The Service will provide adequate time, indoor space and supervision to enable children to do their homework if they wish, however the service cannot force children to complete homework. Whilst we support the children in homework, we do not take responsibility for them completing any tasks.

(**Refer Homework Policy**).

2.10 Breakfast, Morning Tea, Lunches & Snacks Provide

Nutritious foods are offered for breakfast, morning, afternoon tea & occasionally lunch please refer to our daily menu on display.

We follow the nationally set guidelines from Nutrition Australia & PANOSH which include a variety of fresh fruits, vegetables and other nutritionally balanced foods. Feedback from children and families is always welcomed.

2.11 Positive Behavior Guidance

The aim of Jimboomba Outside School Hours Care is to provide an atmosphere where children have positive and active experiences during their stay. The educators guide appropriate and positive behaviors by supporting all children's needs. Parents/guardians will find a code of conduct for their child explaining the expectations of the Centre enclosed in this package. Jimboomba OSHC follows the Behavior Management Plan established by the Jimboomba State School.

(See Behavior Management Plan)

(Refer Behavior Support and Management Policy).

2.12 Students, Visitors and Volunteers

Childcare students, visitors, facilitators and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

(Refer Volunteers Policy).

2.13 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenges, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion mostly during Vacation Care. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used

During Vacation Care or on any excursion children are required to have closed in footwear for ALL excursions. Children MUST wear a centre T- shirt (which will be supplied and laundered by the Centre). Children will be required to wear a hat or cap at all times during outdoor activities. The Service does have a limited supply of hats and sunscreen for children who have forgotten theirs. Please check Vacation Care schedule for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. A full comprehensive Risk Assessment is completed prior to any excursion or incursion, by the service management. ***(See Risk Assessments Vacation Care)*** Excursions attract an Additional Cost refer Vacation Care Program for further information. No refunds will apply as per Service Policy ***(Refer Excursion Policy).***

2.14 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

(Refer Transport for Excursion Policy).

2.15 Clothing

During before school and after school care, children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, we request that children bring a spare selection of clothing in case we experience wet weather, clothing is damaged, toileting concerns etc.

Children must wear appropriate footwear at all times, ballet flats, crocs, thongs, slip on shoes of any kind are not appropriate or safe.

On excursions, the service will provide sun safe collared blue polo shirts labeled with the service phone number and centre name for safety reasons, all children and accompanying volunteers are required to wear the service polo shirt on all excursions. (If any child refuses to wear centre T-shirt they will be excluded from the excursion due to safety concerns).

Back packs are required daily containing;

- Foods required (check program)
- Spare set of clothing
- Drink bottle of water

(Refer Preventative Health and Well Being Policy.)

2.16 Babysitting

The service does not encourage or endorse educators and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements. We are not able to provide references, contact numbers etc for babysitting service, and please refer to your local community notice board or newspaper for information regarding alternate care services.

2.17 Programming

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (e.g. painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. Our program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator, Assistant Coordinator will happily discuss any aspect of the program with interested parents. The weekly program is permanently posted on the Parent Information Wall located in the parent sign in area.

In order to ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via the Facebook, surveys and discussions with children and families.

(Refer Program Policy).

2.18 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service and to share with friends, particularly video games, hand held computer games, other electronic items and favorites toys etc. Jimboomba Outside School Hours Care accepts no responsibility for lost/damaged/stolen items. Items include but are not limited to;

- All electronic devices,
- Lunchboxes
- Hats
- Drink bottles
- Bags
- Shoes
- Clothing
- Jewelry
- Games
- Toys
- Money
- Medical devices
- Books
- Stationary
- School items

All personal belongings remain the responsibility of the child/parent/guardian/care. Educators are to be made aware that children have these items and they should be clearly named with permanent identification.

3. Payment for Care

3.1 Payment of fees including outstanding fees & late collection fees

It is our aim to provide a quality service to families at an affordable price. Fee schedule are printed on Family Handbook Check Sheet at the front of this package. The Management Committee will set fees based on the annual budget (**see Service Policy**) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes via Parent/Guardian Information Board.

Please note that from the 22/2/18 all families will be charged 1 week in advance and will need to keep their account in advance to avoid penalty charges.

Accounts are issued by email weekly. **Preferred payment method is Ezidebit** however EFTPOS and BPay are also available information at the service. Jimboomba Outside School Hours Care have a **No Cash Acceptance** policy in place satisfying auditor requirements. Alternate arrangements for payment can be made upon request and at the discretion of the P&C Executive Management team in conjunction with the service Coordinator and Administrator. Please contact the Coordinator or Service Administrator to request alternate payment options. Receipts will be issued at time of payment.

Accounts outstanding past 14 days will be liable for penalty fees of \$5.00 each statement issued.

Should any account proceed through to debt recovery, a further 25% of outstanding balance will be charged to account for debt recovery. Termination of enrolment will apply. In event of an application for re-enrolment of subject account, approval will be sought from Jimboomba State School P & C Association Executive Committee and will be conditional to signed arrangement and prepaid booking only acceptable.

Please check current fee structure on the front of your enrolment form. Please note – late collection of children attracts late collection penalty rates which will be added to your account. Child Care Subsidies are available on presentation of current details provided by the Family Assistance Office. Please contact FAO (136150) for your family's entitlement.

3.2 Childcare Subsidy (CCS)

Childcare Subsidy is a payment made to the Service to assist with the costs of child care. Australian residents using child care provided by approved child care service may receive Childcare Subsidies. CCS is based on an activity assessment through Centrelink and MY GOV. This can be applied for through the Family Assistance Office. All childcare details are confidential. It is the parent's responsibility to obtain and forward to the Coordinator, a current Child Care Subsidy letter stating their entitlement. Failure to do this will result in paying full fees until Child Assessment Notice has been received by the Service. Parents must provide a current Centrelink notice of eligibility for Childcare Subsidy (CCS). C.R.N. & date of births for Parent/Guardian and children are required by our Service to link your child/children to the Child Care Subsidy Scheme. Should a parent/guardian choose this option, the amounts received from the Government will be itemized on your weekly account.

3.3 Bookings

At Jimboomba Outside School Hours Care we attempt to cater to all families needs with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to family needs and all children will be accepted in **emergency care** situations.

3.4 Attendance

Please notify the Coordinator promptly if your child/ren will **not** be attending on a particular day.

There is a 5 DAYS CANCELLATION POLICY which covers any cancellation or change to bookings. THE NOTICE SHOULD BE IN WRITING BY EITHER THE PARENT COMMUNICATION BOOK OR BY EMAIL, this must be given for any cancellation of BSC, ASC, and Vacation Care or Pupil Free Days to avoid incurring fees. Notice provided with less than five days' notice will result in an absence fee charged due to previously arranged staffing costs.

As we are a not for profit organization, we are unable to cancel bookings for incursions and excursions without correct notice due to the upfront costs required by providers.

Parents/Guardians must record and sign the communication book for any changes or cancellation to their bookings or they

will be charged the original fee.

We are unable to accept any child who is not formally enrolled at this Centre unless deemed under emergency care due to licensing regulations.

3.5 Allowable Absences

Families receiving Childcare Benefit are allowed 42 days per calendar year, per child, for 'allowable absences'. Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are additional absence days.

3.6 Additional Absences

CCS is also payable for absence taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of school or pupil-free days
- public holidays
- periods of local emergency
- court ordered shared custody

Absence taken for the above reasons are called 'additional absence days'. There is no limit on the number of additional absence days a child's family can claim provided they are taken for the specified reasons. Copies of paperwork will be retained by service.

4 Important Contact Numbers

Centre Contacts

Jimboomba Outside School Hours Care (07) 5546 0550
PO BOX 119
103, Brisbane Street, Jimboomba. 4280
enquiries@jimboombaoshc.com

Emergency Numbers

Police	000
Ambulance	000
Fire Station	000

General Departments

Centrelink	13 61 50
Department of Family Services	13 61 50
Family Assistance Office (FAO)	13 61 50
Local Council Contacts	5540 5111

Health

Community Health Service Centre	5509 7202
Child Health Care	5541 9263
Department of Health	5541 3654

Counseling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Special Needs Support Service	1800 029 904
Women's Info link	1800 017 676
Domestic Violence Telephone Service	1800 811
Kids Helpline	1800 551 800
Parent Counselling	1300 301 300

Family Handbook Check Sheet

Welcome to Jimboomba State School P&C Association Outside School Hours Care. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Parent/Guardian can ask for information about, general description of the activities and experiences given by the service, services philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved, the goals about knowledge and skills to be developed through the activities and experiences. Your Coordinator is Jillian Cranston and Assistant Coordinators are Karen Whitehouse and Tiffany Collins. We also employ a number of casual educators; we have photos of all educators displayed in the Centre. All educators employed at our service are trained in First Aid, Anaphylaxis, Asthma CPR. Our educators hold a wide range of qualifications related to the care of children and hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

Our service is licensed by the Office of Early Childhood and Care and we have undertaken Outside School Hours Care Quality Assurance and are committed to the principals of quality improvement. The service is licensed under Education and Care Services National Law. We are licensed to take 120 children per day for BSC, ASC & Vacation Care.

We hope that you find this information package helpful and informative.

Enclosed you will find a number of forms and a Family Handbook which outlines for you the requirements about activities, experiences and programs, the number of educators and children, and educator's qualifications that our service must comply with the child care Act and regulations. Please use this checklist below to ensure you have received and completed the relevant information.

In package:

- Jimboomba Outside School Hours Care Enrolment Form
- Jimboomba Outside School Hours Care Family Handbook

I have received all of the above information.

I have had the opportunity to have an interview with the Assistant Coordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns or voice any questions I had.

I have read, and agree to abide by the Jimboomba Outside School Hours Care Service Policy and Procedure Manual.

I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on this forms changes.

Signed: _____ (Parent/Guardian)

Date: _____

Service Representative: _____

Position: _____