



Jimboomba Outside School Hours Care

Family Information Handbook 2023

Updated August 2023

Family Information

Welcome to Jimboomba Outside School Hours Care, we are pleased you have chosen to become part of our Jimboomba OSHC community and look forward to learning about your family.

Jimboomba OSHC has a passionate team of educators who are excited about providing high quality care for your family. Many of our team members are currently engaged in full time study in education and bring a range of innovative ideas to our service each day.

Our program is developed according to the My Time Our Place Framework and is aimed at providing our children with the opportunities to learn, develop and grow. By learning through play, we provide our children with opportunities to learn about their world and develop a sense of self. We believe all children deserve the opportunities and experiences that challenge their diverse needs.

Our Service is operated by the Director/Nominated Supervisor who is supported by the Jimboomba State School P&C Association.

Jimboomba OSHC is currently licensed by the Department of Early Childhood Education & Care (ECEC). As part of our licensing requirements, we maintain a Quality Improvement Plan which is developed and continuously reviewed in collaboration with families, educators, P&C and community members.

We trust you will find this information helpful. If you have any queries, please contact the Director via email, phone or in person.

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| <p>Service Contacts</p> <p>Director: Jeanette Ryrie Email: director@jimboombasspc.org.au</p> <p>Assistant Director Email: assistantdirector@jimboombasspc.org.au</p> <p>Service Tel: (07) 5546 0550 Email: enquiries.oshc@jimboombasspc.org.au Location: 103 Brisbane Street, Mt Lindsay Highway Jimboomba, Qld 4280</p> | <p>Jimboomba State School P&C Association</p> <p>Executive Management Committee</p> <p>Operations Manager: Debbi Holland Email: operations@jimboombasspc.org.au</p> | | | | | | | | | | | | |
| <p>Provider Numbers</p> <table border="0"> <tr> <td>Before School Care</td> <td>555 00 88 55 K</td> </tr> <tr> <td>After School Care</td> <td>555 00 88 55 K</td> </tr> <tr> <td>Vacation Care</td> <td>555 00 88 57B</td> </tr> </table> | Before School Care | 555 00 88 55 K | After School Care | 555 00 88 55 K | Vacation Care | 555 00 88 57B | <p>Regulatory Authority</p> <p>Department of Early Childhood Education & Care ACECQA</p> | | | | | | |
| Before School Care | 555 00 88 55 K | | | | | | | | | | | | |
| After School Care | 555 00 88 55 K | | | | | | | | | | | | |
| Vacation Care | 555 00 88 57B | | | | | | | | | | | | |
| <p>Hours of Operation</p> <table border="0"> <tr> <td>Before School Care</td> <td>6am-9.00am</td> </tr> <tr> <td>After School Care</td> <td>3pm-6.30pm</td> </tr> <tr> <td>Vacation Care</td> <td>6am-6pm</td> </tr> <tr> <td>Pupil Free Day</td> <td>6am-6pm</td> </tr> <tr> <td>Public Holiday</td> <td>Closed</td> </tr> <tr> <td>Christmas Period</td> <td>2-week closure</td> </tr> </table> <p>CLOSURE DATES TO BE ADVISED</p> | Before School Care | 6am-9.00am | After School Care | 3pm-6.30pm | Vacation Care | 6am-6pm | Pupil Free Day | 6am-6pm | Public Holiday | Closed | Christmas Period | 2-week closure | <p>Fees & Charges</p> <p>Online enrolments can be accessed through the Jimboomba SS website under the OSHC tab.</p> <p>Before School Care - Permanent \$20 Casual \$25 After School Care - Permanent \$25 Casual \$30</p> <p>Vacation Care/Pupil Free Day \$60 (Excursions/Incursions will incur additional fees)</p> <p>Please note; All families will be charged 1 week in advance and will need to keep their account in advance to avoid penalty charges.</p> |
| Before School Care | 6am-9.00am | | | | | | | | | | | | |
| After School Care | 3pm-6.30pm | | | | | | | | | | | | |
| Vacation Care | 6am-6pm | | | | | | | | | | | | |
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| Public Holiday | Closed | | | | | | | | | | | | |
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1 About Our Service

1.1 Service Policy Statement & Philosophy

POLICY STATEMENT

At our Service, our philosophy is a shared vision and is a collaboration between all stakeholders.

BACKGROUND

Our philosophy outlines the principles to which our service operates. Our philosophy reflects the My Time, Our Place Framework for School Age Care, the National Law and the principals which apply to Education and Care of Children. Our policies, procedures and practices underpin the decisions for our service made on a daily basis to assist with the planning, implementing and evaluating of quality experiences for children in our care. The approved provider, nominated supervisor, Director, Assistant Director and educators have a shared vision for the future outcomes of 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 cultures.

OUR VISION

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 and through play we learn whilst having fun.

ORGANISATIONAL VALUES

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

PHILOSOPHY

Jimboomba OSHC caters for the needs of the local community by providing quality, play-based education and care for children and families.

We deliver our program with playfulness and energy to ensure we maximise the learning outcomes for children. We value children's contribution to our program and look to provide lots of opportunity for agency and choice. We, as educators, demonstrate respectful and reciprocal relationships with children as we see our relationship as being foundational to children's experiences and learning.

Our environment is safe for children. We are thoughtful and conscientious in our preparation and supervision to ensure we have a suitable and nurturing environment for children's play. Likewise, we are inclusive and strive to meet the diverse needs of children.

We are a cohesive team of professionals, who support each other with warmth and respect. We acknowledge individual's strengths and contribution of the service. Our continual improvement is built from teamwork and collaboration. We are proud to showcase our quality practices every day.

Our relationships with parents and stakeholders are critical. We build strong partnerships to help shape the plans and practices to care for children who access the service. We are consultative and promote engagement with the school community.

We celebrate the diverse blend of culture and backgrounds of our families. We especially acknowledge the unique position of our *First Nations* communities and their valuable contribution they bring.

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
- Continue to increase their knowledge through training and professional development

1.2 Approved Provider Information

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 programs
- 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 Director/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 in the OSHC office.

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:

- Service philosophy about learning and child developed outcomes will be achieved
- Goals about knowledge and skills to be developed through the activities and experiences
- The first aid officers on site
- Responsible person on site
- Educators (Displayed on front door)
- Assessment ratings
- Service program
- Service routine
- Educator qualifications
- Information regarding local organisations
- Information regarding support services

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

1.3 Enrolment & Orientation

Parents/guardians are required to update details on their child's enrolment when changes occur to maintain accurate records. Parents/guardians are required to attend an enrolment interview prior to commencement to discuss what will help make their child's time with us enjoyable and rewarding, particularly the initial few weeks, as well as signing the required paperwork.

If your child requires additional support, please inform the service of these details during this time.

Items for discussion may 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. Our service is a 1 educator to 15 children ratio and is required to fill these obligations at all times. All information obtained through the enrolment procedures will be kept confidential with educators updated with need to know information only.

Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. Parents/guardians will be shown around the service and be given a rundown on basic operations such as staffing and programming. Due to being a primary school service, we accept prep students to grade six only. Children 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 and sharing their life/work experiences with the service. Parents are welcome to contribute to the services Facebook group (which is a closed group for families of the service only) or give suggestions, by way of the parent communication book or emailing the service directly (**see Enrolment & Orientation.**)

1.4 Communication

We have a number of ways we communicate with our families and school community. These include but are not limited to; the service parent information wall, verbal conversation, email, Xplor and Facebook.

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 confidential feedback & grievance procedure for all parents and community members (**see Feedback and Complaints Handling Policy.**)

Information regarding our Licensing is available at the Family Information Wall

1.5 Respectful Relationships

At Jimboomba Outside School Hours Care, our 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 consider children as unique, valued individuals. Children's developmental needs, age, trends, interests etc, all 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 are in line with Jimboomba State School's expectations of being *Responsible, Respectful and Safe*. These expectations have been developed in collaboration with children, families, educators, P&C and community members to assist to with a sense of ownership and 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

1.6 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 carer's 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 Director 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 Handling Disclosures and Reporting Suspicions of Harm Policy.*)

1.7 Use of Photos & Social Media

Children are photographed while participating within the daily program including but not limited to; playing sports, creating artwork, 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 also be taken at any other time or for use in any other projects such as marketing material for the service. Jimboomba OSHC also supports educators who may require photo documentation of their involvement within the service to assist with their studies. There is a photo consent question in the enrolment form. Please note consent can be withdrawn in writing at any time.

1.8 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 the account holder. Please see the Director/Nominated Supervisor regarding accessing to family records.

1.9 Family/Community Members Code of Conduct

Parents are expected to communicate appropriately and positively with all staff members and other parents whilst dropping off or collecting their children, or other children as permitted, to and from the service.

Appropriate communication shall include, but not limited to:

- **Safe and appropriate language and body language including gestures.**
- **Calm and considerate tone – no raised voices, abuse, swearing or derogatory comments.**

Abuse or intimidation in any form, towards our staff will not be tolerated.

Please DO NOT approach educators whilst they are on duty as they are focussed on the children. Direct all enquiries, concerns and conversations to the Director, Assistant Director, or Responsible Person on duty. Ideally make an appointment for a call or meeting outside operating hours.

Parents are not permitted to approach or speak to, the children of other families in any way.

Showing photos of other families' children is not permitted in any form.

Should a parent have an issue or concern regarding the conduct of another child, family, or employee, please make an appointment to discuss your concerns with the Director.

Respect the privacy, property and confidentiality of the service, staff and its families.

Respect the policies and procedures that have been implemented to ensure the compliant operation of the service.

No persons will be allowed to smoke on the school site. Likewise, all persons interacting with children will be free from the effects of any substances (illicit or otherwise).

Failure to comply with this code of conduct may result in:

- 1 you being asked to leave the service
- 2 the Police being called
- 3 the suspension of your family's enrolment with the service

1.10 Staffing Arrangements

All team member qualifications and educator/child ratios are in accordance with guidelines set out in the Education and Care Services Regulation 2013.

Children are actively supervised by 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.

- Employment and training procedures are maintained to ensure all children are welcomed into a warm caring and safe environment at all times
- Ongoing professional development opportunities are provided for all team members
- All team members hold a current Positive Notice Blue Card
- Our service maintains at least one educator, with first aid qualifications, anaphylaxis management training, and emergency asthma management training will be in attendance and immediately available in an emergency (Regulation 136)
- Educator profile pictures are on display at all times
- P & C executive management structure is displayed on the service front door

1.11 Feedback and Grievances

If you have any concerns, feedback, suggestions or grievances, please speak to the Director/Nominated Supervisor. Depending on the circumstances, the Director/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, contacts for Jimboomba State School P&C Association are located at the front of this handbook.

Another avenue of communicating is attending the P&C committee meeting held on the second Tuesday of each month from 6pm in the school staff room in the administration building (*see **Feedback and Complaints Handling 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 Xplor located at the parent sign in area using the app or 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 supervised activities will require an additional activity permission form to be completed and signed. Prep children are escorted to class by educators.

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 Xplor, 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 as children are to be accompanied by an adult at all times.

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, incursions 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 additional fees will be charged for excursions to cover the cost of buses and entry fees to external activities. Also, additional fees 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 Director/Assistant Director/Responsible Person for any person other than approved persons identified via an enrolment form or update account information forms, to collect children from the

service. Notification for other persons collecting any child is to be approved by the account holder. Other authorised persons i.e. grandparents authorised for collection, are not permitted to request alterations to an approved persons list on the 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, as 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 the child will be denied, with the account holder being requested to make alternate arrangements.

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 permission form. 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 supervised 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 Director/Nominated Supervisor. Child safety location protocols will be implemented upon a child not returning to OSHC as scheduled (**see**

Arrivals and Departures of Children Policy)

2.2 Late Collection

We ask for your consideration and cooperation by collecting your child by 6.30pm on school days & 6pm on vacation care and pupil free days. 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 our sign out system. If a child is not collected within half an hour of closing time and emergency contacts cannot be reached, the Director/Assistant Director/Responsible Person on site will contact the police to collect any children who are still at the service. It is at the Director/Nominated Supervisor's discretion to exclude a family from the service for reoccurring late pick-ups.

2.3 Departing the Service Without Notification

If at any time, a child leaves the service without permission, the Director/Assistant Director/Responsible Person onsite will immediately contact emergency services for assistance to locate the child. Parents/guardians will be contacted as quickly as reasonably possible.

2.4 Shared Parenting Arrangements

All families with child related court orders/consent orders/protection orders/parenting plans or anything of this nature, are required to provide the service a copy of this documentation.

The centre will follow and uphold their duty of care and follow the centre policy and procedures relating to protecting children from harm the best way possible (**see Handling Disclosures and Reporting Suspicions of Harm 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 you positively 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. (**see Workplace Health and Safety Policy, Emergency and Safety Equipment 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, first aid measures will be taken and a report detailing the child's name, date of birth, age, time and date of incident or onset of illness is completed. Attempts to contact the authorized persons with date and time contacted, emergency services contacted and regulatory authorities. The Director/Assistant Director/Responsible person on site will discuss the incident with you and provide a copy of an incident/illness report upon request.

The Director/Assistant Director/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 the 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. Maintaining 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 Director/Assistant Director/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 Director/Assistant Director/Responsible Person onsite from the original diagnosing medical practitioner. OSHC reserves the right to review a medical clearance letter at the discretion of the Director. We request your understanding and co-operation during this process as the service maintains a duty of care to other service users.

2.7 Sun Safety

OSHC team members encourage children to take increasing responsibility of their own health and wellbeing. Children are asked to wear a sun safe hat or cap while playing outside, 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 Safety Policy.**)

Jimboomba OSHC is on a government school site, smoking is prohibited by law (**see non Smoking, Illicit Substance and Alcohol Free Environment Policy.**)

2.8 Medication

Any child requiring medication to be administered by an employee of the service MUST complete our 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 Director/Assistant Director/Responsible Person onsite.

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, parent/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 and the child's condition will be monitored and documented via temperature monitoring chart and illness record.

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 Director 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 the service is aware of this by detailing on the enrolment form (**see Hygiene, Health and Wellbeing Practices Policy**.)

2.9 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, reading, floor play, role play, active play and spontaneous craft and playground activities. Preps are escorted to and from class daily.

After School Care

Children are signed in by the Director/Assistant Coordinator/Responsible Person/Educators immediately after school. A light, nutritious snack will be served between 3:00pm-4.00pm. A variety of structured activities such as craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children.

2.10 Breakfast, Morning & Afternoon Tea

Nutritious foods are offered for breakfast, morning tea (during vacation care) afternoon tea. Please refer to our daily menu on display. Information about healthy food choices is gathered from recognized authorities (i.e. Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia) and also Queensland Education initiative 'Smart Choices, Healthy Foods' (**see Food and Nutrition Policy**.)

2.11 Positive Behavior

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 service enclosed in this package. Jimboomba OSHC follows the Behavior Management Plan established by Jimboomba State School (**see Positive Behavior Support Practices Policy**.)

2.12 Students, Visitors & 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 (**see 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 during Vacation Care. Parent permission forms will include the following information:

- Date of excursion
- Proposed destination
- Times of departure and return
- Method of transport used

Children are required to wear closed in footwear at ALL times whilst attending an excursion. Children MUST wear a Centre T-shirt (which will be supplied and laundered by the service). 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, 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. **Excursions will incur additional fees. Please refer to the Vacation Care Program for further information. No refunds will apply as per Service Policy (see Excursions 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 (**see Excursions Policy.**)

2.15 Clothing

During before school and after school care, children will usually be dressed in school uniform. During Vacation Care & Pupil Free Days 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 or 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 a 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

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 services, 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 School, After School and Vacation Care/Pupil Free Days (e.g. painting; clay work; crafts; music; outdoor activities etc.) 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 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 Director/Assistant Director 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 our 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 our Facebook page, surveys and discussions with children and families.

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/carer. 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 & Outstanding Fees

It is our aim to provide a quality service to families at an affordable price. Fees & charges are printed at the front of this Family Handbook. 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 the Parent/Guardian Information Board.

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 Debit Success** however EFTPOS and Direct deposit are also available 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 Director. Please contact the Director 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 the 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.

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 services may receive Childcare Subsidies. CCS is based on an activity assessment through Centrelink and MY GOV. It is the parent's responsibility to obtain the CCS. This can be applied for through the Family Assistance Office. Failure to do this will result in paying full fees. CRN & date of births for Parent/Guardian and children are required by our Service to link your child/children to the Child Care Subsidy Scheme. Parents are then required to approve the CCS enrolment via their MY GOV account. Should a parent/guardian choose this option, the amounts received from the Government will be itemized on your weekly account. All childcare details are confidential.

3.3 Bookings

At Jimboomba Outside School Hours Care we attempt to cater to all family's 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. Two weeks written notice is required for termination of permanent bookings.

3.4 Attendance

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

There is a 5 DAYS NOTICE CANCELLATION POLICY which covers any cancellation or change to bookings. THE NOTICE SHOULD BE IN WRITING BY EMAIL, this must be given for any cancellation of BSC, ASC, 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 contact the service for any changes or cancellations 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 center unless deemed under emergency care due to licensing regulations.

3.5 Allowable Absences

Families receiving childcare benefits 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 Absence Days

CCS is payable for additional absence days 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

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.

4 Important Contact Numbers

Centre Contacts

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

Emergency Numbers

| | |
|--------------|-----|
| Police | 000 |
| Ambulance | 000 |
| Fire Station | 000 |

General Departments

| | |
|--------------------------------|--------------|
| Centrelink | 13 61 50 |
| Family Services Centrelink | 13 61 50 |
| Family Assistance Office (FAO) | 13 61 50 |
| Local Council Contacts | 1300 156 426 |

Health

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|--|-------------|
| 13 Health | 13 43 25 84 |
| National Poisons Information Centre | 131 126 |
| Logan Beaudesert Community Health Services | 5541 9263 |
| Beaucare Beaudesert | 5541 3654 |

Counseling and Support

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|---|--|
| Parentline Queensland | 1300 301 300 |
| National Sexual Assault, Domestic and Family Violence Counselling Service | 1800 737 732 |
| Kids Helpline | 1800 551 800 |
| Lifeline | 131 114 |
| Women's Infolink | 1800 177 577 |
| Brisbane Kids Special Needs Information Brisbane | Special Needs Information Brisbane - Brisbane Kids |