
Payne Rd OSHC

Family Information

Package

Payne Rd OSHC

171 Payne Rd
The Gap
Queensland 4061

Contact Details:

Co-ordinator: Susie Berkhut
Tel: 3300 0077

Email: paynerdoshc@gmail.com

Hours:

Before School Care	7.00am - 9:00am
After School Care	2:30pm - 6:00pm
Vacation Care	7.00am - 6:00pm
Pupil Free Days	7.00am - 6.00pm
Public Holidays	Closed
Christmas Period	12 - 16 Dec 2016 9 - 20 Jan 2017
Closed 17 Dec 2016 – 8 Jan 2017	

P & C Executive Contact Details:

Kym Bierenbroodspot (President) 0402 450 568

**Clotilde Bèlanger
(Secretary) 0419 737 961**

Leigh Passfield (Treasurer) 0418 983 316

Fees and Charges (before Commonwealth Child Care Benefit/Rebate reductions)

Before School Care (includes breakfast): \$12.50
After School Care (includes afternoon tea): \$19.50
Vacation Care and Pupil Free Day (includes breakfast, morning and afternoon tea): \$47.00
(Additional fees are charged for excursion days. Please ask Coordinator about amounts)

Remove this sheet and stick to fridge for easy reference!

Payne Rd OSHC

Family Handbook

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About our Service

1.1 Our Philosophy

This Philosophy statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedures on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

The Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them. We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children. The service adopts a culture of learning and reflective practice which enables us to support, inform and enrich our decision-making about each child's well being and development. We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions we can build a foundation for successful lifelong learning, personal development and citizen opportunities.

We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and SAC services to support their children and promote each child's health and wellbeing. We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery. We believe that through working in partnership with children, families, communities, other services and agencies we can continually strive to find equitable and effective ways to ensure that all children have opportunities to experience a sense of personal worth and achieve outcomes.

The service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.2 Our Goals

Payne Rd OSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

1.3 Approved Provider

Payne Rd State School P&C Association is the Approved Provider for Payne Rd OSHC.

Parent participation is encouraged throughout all aspects of the service. The P & C executive supports the staff with the day to day running of the service. Report from the service are presented at the monthly P & C meetings that are held on the third Thursday of each month in the library @ 7.00pm. The meetings have an agenda items for discussion and items can be submitted to the secretary prior to the meeting.

Policies and management issues should be directed to the Coordinator or the P&C executive via the grievance policy outlined in this manual rather than through the Principal.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including newsletters and surveys. Your participation not only allows you to have your say, it is ensuring that our service is the best it can be.

A Quality Improvement Plan has been developed for our Service. It is reviewed regularly throughout the year. All stakeholders involved in the Service are welcome to have input into the Quality Improvement Plan.

1.4 Policies and Procedures

Payne Rd OSHC 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.

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

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

Policies and procedures are subject to change.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form (either online or on paper) before any child is to attend the service. A meeting will take place on enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make their time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Family 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.

Information will be required from the parent/guardian. **Refer Enrolment Policy** for details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences. Issues discussed will be:

- level of support the child 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 meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date.

You are encouraged to ask the Coordinator and/or educators for information relating to

- your child's enrolment at this service including the activities and experiences provided by the service;
- the service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved; and
- the goals about knowledge and skills to be developed through activities and experiences.

Refer Enrolment Policy & Communication with Families Policy.

1.6 How we communicate with Families

We have a number of ways we communicate with you as a family. These include the weekly newsletter delivered by emailed to families who have the facilities & a web site through which we actively promote our service. Posters and brochures are available throughout the service and at the parent area, relating to a number of subjects such as health and nutrition, through to 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 is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Co-ordinator if you have any concerns.

We are an Approved Service with the Office for Early Childhood Education and Care.

We have been accredited under the OSHCQA process and have achieved a rating 'Exceeding National Quality Standard'.

Information on the National Quality Standards is available online at acecqa.gov.au.

Refer Communication with Families Policy.

1.7 Respect for Children

The best interests of the child are our paramount concern at Payne Rd OSHC and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

Refer Respect For Children Policy.

1.8 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

Refer Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy.

1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Payne Rd OSHC. These photos may be used **within** the service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and will be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

This service will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 7. We are able to provide care for early high school age children if we have available CCB places and if these children abide by service Policy and Procedures. Prep children are able to commence care from the first day of the year in which they will attend School.

The service will follow the priority of access guidelines set down by the Commonwealth Department of Education, Employment and Workplace Relations (See Section 6.3 of the current Child Care Service Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

Priority 1—a child at risk of serious abuse or neglect

Priority 2—a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

Priority 3—any other child.

If your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

Refer Access Policy.

1.11 Confidentiality

All personal records will be 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 authorized guardian who has enrolled the child. Please see Coordinator about accessing these records.

1.12 Parent Code of Conduct

Appropriate communication shall include, but not be limited to:

- Appropriate Language; and
- Calm and considerate tone.

Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The Police may be notified if Parent conduct within the service is threatening or violent.

1.13 Educators, Staff members and Volunteers

All educator qualifications and child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

1 staff for every 15 children at the service

The Management of the Service supports in-service professional development for all employees and believes that it should continue throughout each employee's career. All educators have First Aid qualifications and have a wide variety of experience in SAC, recreational, sporting and childcare settings. Employment and training procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

Photos of educators are displayed at the Parent Information area so that you are aware of who is watching your children.

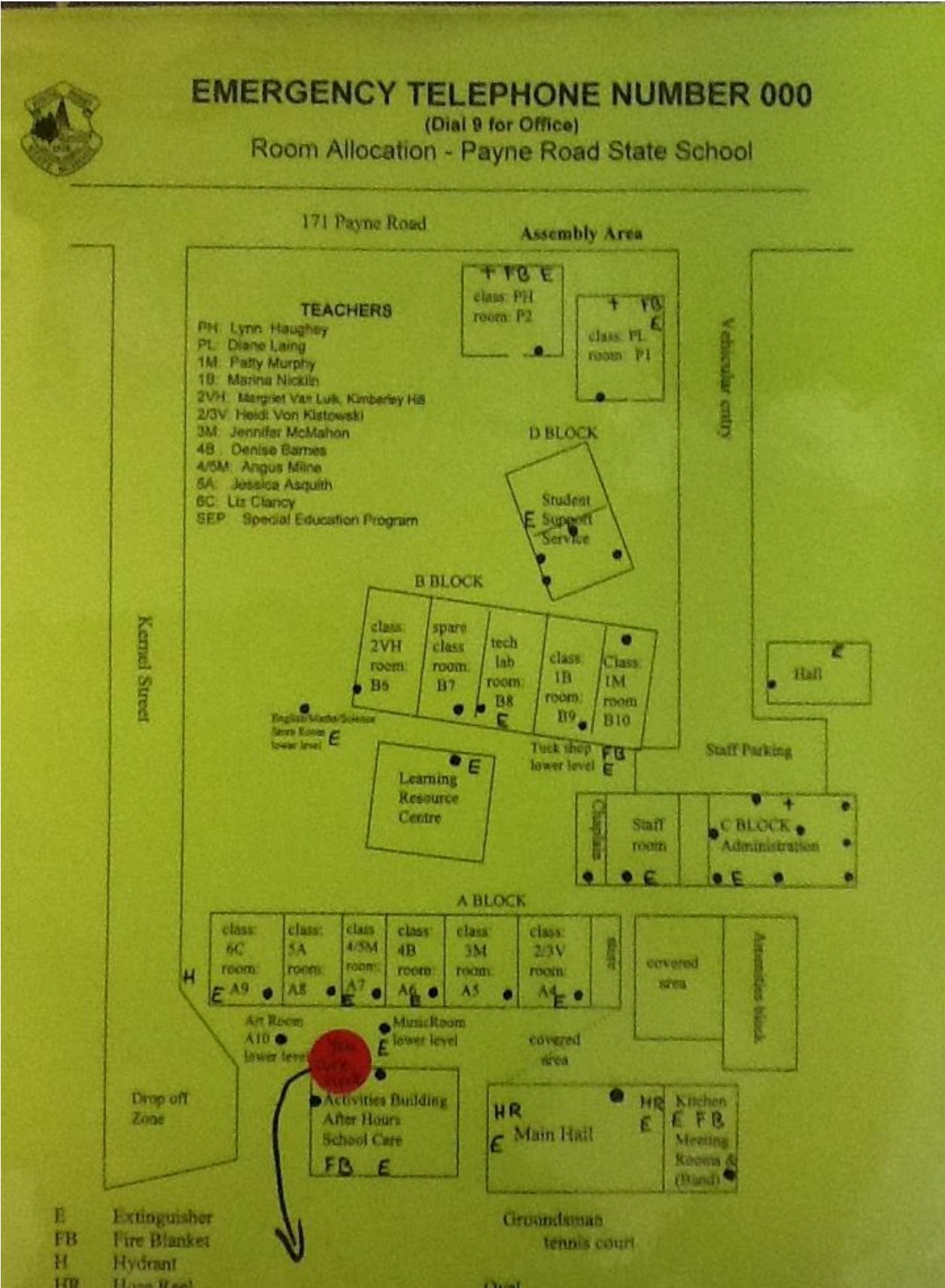
Refer Educator, Staff members and Volunteers Policies and Educator Ratios Policy.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management Committee will handle complaints. Contacts for Management Committee are at the front of this handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular (P&C meetings), parent information sessions or via regular surveys conducted through the newsletter. However, please feel free to discuss any issues at any time. We value and encourage your participation in our Service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.

1.15 School and Service Map



Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies faxed letters of authorisation can be sent to the service. If you require your child to attend activities within the school grounds, written authority must be given. Educators will not be available to escort children to these activities due to educator ratios. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the Service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care.

If children who are booked in to the Service for care have not arrived within twenty minutes of expected arrival, parent/guardian will be contacted on the numbers provided.

Refer Arrivals and Departures of Children Policy.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the service.

If your child is not collected on time, a late fee of \$20.00 will be charged per child immediately after 6.00pm for the first 15 mins or part thereof, with a further \$20.00 payable every 15 minutes thereafter or part thereof. (This is to compensate employees for overtime rates as required by relevant industrial instruments.)

The correct time will be recorded on the sign out sheet (if necessary the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police for further advice.

Refer Arrivals and Departures of Children Policy.

2.3 Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. ***Refer Arrivals and Departures of Children Policy.***

2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- 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 supervisors or where they know where we are **at all times**
- We have the right to feel safe
- We say no to bullying
- We are active members of our community

2.5 Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

Refer Court Orders and the Release of Children in Care Policy.

2.6 Safety

Evacuation and lockdown plans are situated at the entrance to each area and on the Parent Notice Board. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly should you be present during a drill, please participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. All service fire-fighting equipment is serviced every six months.

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

2.7 Health and Hygiene

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Educators and other staff members observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children’s use. In the case of a minor injury or illness, an educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident.

Children and educators are encouraged to wear broad brimmed hats and appropriate clothing when outside during high UV times. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturers recommendations.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals and/or food preparation activities. Hand rubs may be used where soap and water are not accessible.

Payne Rd OSHC is a smoke free environment.

Refer Health and Wellbeing Policies.

2.8 Illness and Injury

The Service actively strives to avoid injuries occurring at the Service and to minimize the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and well being of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as Department of Health.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.

2.9 Medication

Educators will be permitted to administer a single dose of paracetamol with permission from parents/carers (Enrolment form) to a child who is suffering from pain or fever.

In the case of your child/children requiring other medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required.

All medication must be supplied in its original container with the child's name clearly printed on the front. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.

Separate forms are to be completed for children suffering from Asthma.

All medication will be administered by the Coordinator or educator nominated by the Coordinator and will be recorded in a Medication Register which will be signed off by another witness.

Children who become ill at the service will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication.

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

2.10 Daily Routines

Children are signed in by parents or authorized person each morning. Breakfast is available for your children up until 8am. Morning routine can consist of children completing home work, reading, playing board games and accessing the oval for games. Year 5 & 6 children are allowed to leave the premises and go to school at 8.20am if they have permission from the parents. All other school age children may leave at 8.40am. Prep children are walked up to their room at 8.40am by educators.

Children are signed in by an educator immediately after school. A light, nutritious snack will be served upon entry, followed by variety of activities such as cooking, craft, sports and music are offered daily with opportunities for unstructured play also available to all children.

2.11 Homework

The Service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for signing off on work.

Refer Homework Policy.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Our weekly menu is displayed on the kitchen notice board. Detailed information about our Food and **Nutrition Policy** is available in our Policies and Procedures Manual, located in the foyer of the service. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behaviour Management

The aim of Payne Rd OSHC is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimizes the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour

persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

The Service's Rules of Behaviour have been developed in consultation with the children and educators

Refer Behaviour Support and Management Policy.

2.14 Damage to Equipment or Facilities

As part of every-day experiences involving children we recognise that fair wear and tear will occur. However if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

2.15 Students, Visitors and Volunteers

Childcare students, visitors 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.

2.16 Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, 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. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator/child ratio

Children are required to have footwear for ALL excursions. Children MUST wear a broad brimmed hat and sun screen (provided by parents) 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.

Refer Excursion Policy.

2.17 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 and Vehicle Restraint Policy

2.18 Clothing

During Before 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, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Parent authorize on the enrolment form whether children are required to wear shoes when playing outside. Broad-brimmed hats will be encouraged to be worn during the relevant times of the day (according to the daily UV rating). Appropriate clothing should be worn on excursions, particularly if children will be exposed to the sun for a short period of time.

Refer Preventative Health and Well Being Policy.

2.19 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.

2.20 Program planning

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occurs on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly through the Newsletter can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted on the Parent Notice Board.

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 suggestion box, newsletter surveys; school-wide surveys and parent information evenings.

Refer Educational Program Planning Policy.

2.21 Personal Effects

We understand that children enjoy bring personal items from home to use at the service, particularly toys, video games, hand held computer games, mobile phones etc. The Coordinator/educators must be made aware that children have these items and they should be clearly named with permanent identification.

Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Section

3

Payment for Care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. The Management Committee will set fees based on the annual budget (*see **Budgeting and Planning 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 Notice board.

Accounts are issued weekly and payment is due **no later than the following Friday**. Payment can be made by cash directly to the Coordinator, by credit card or using our direct debit facility. Receipts for cash payments will be issued at time of payment.

Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency may be appointed to recover outstanding money. Contact the Coordinator to discuss payment of outstanding fees, confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Benefit. Please contact FAO (136 150) for your family's entitlement.

3.2 Childcare Benefit (CCB) and (CCR)

Childcare Benefit is a payment made to eligible families to assist with the cost of work or study related childcare. The Childcare Rebate (CCR) is an additional payment to eligible families to cover 50% of their out of pocket child care expenses.

It is the family's responsibility to contact the Family Assistance Office (FAO) to ensure their eligibility to claim CCB and CCR. The FAO calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a weekly basis, our service submits online attendance records for each child. Childcare Benefit calculations are made based on family eligibility details and attendance information as reported by the service. Childcare Benefit and Childcare Rebate Fee reductions are paid directly to services and are itemised on the family account.

3.3 Bookings

At Payne Rd OSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to restricted Child Care Benefit and approved places there may be some days we will have to refuse care to casual bookings.

3.4 Attendance

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

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes:

- By 9am on the day of the booking for After school care;
- **Two full 'working days'** notice for Vacation Care. (*Working days are defined by the days the service is operating)

Allowable or Approved Absences will be used for all other instances, including absences due to illness.

3.5 Absences from Child Care

Families receiving Childcare Benefit are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

Absence days cannot be recorded for a child before the child has begun care or after a child has left care.

3.6 Additional Absences

Once all the first 42 absence days have been used CCB will also be payable for absences taken for the following reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- attendance at preschool (specific conditions apply)
- exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCB may be paid as long as:

- they are taken for the reasons specified above, and
- supporting documentation (where required) is provided, and
- they are days on which care would otherwise have been provided.

Section

4

Important Contact Numbers

Centre Contacts

Payne Rd Outside School Hours Care 3300 0077

Emergency Numbers

Police	3510 1111
Ambulance	3247 8200
Fire Station	3366 0258

General Departments

Office for Early Childhood Education and Care	3634 0532 (Nundah)
Family Assistance Office (FAO)	13 6150
Local Council Contacts (Cr Steve Toomey)	3407 1900
DEEWR	1300 363 079
Interpreter Services	131 450

Health

Community Health Service Centre	13 43 25 84 (13HEALTH)
Child Health Care	3146 2491
Department of Health	3234 0111 or 13 43 25 84

Counselling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Special Needs Support Service	3234 0111
Women's Infolink	1800 177 577
Domestic Violence Telephone Service	3217 2544
Relationships Australia	1300 264 377
Juvenile Aid Bureau (Ferny Grove Police)	3872 1555
PPP Parenting Program	3236 1212