

Ithaca Creek State School P&C Outside School Hours Care



Family Information Package

Updated June 2018

ICSS P&C OSHC FAMILY INFORMATION PACKAGE

Welcome to the Ithaca Creek SS P&C OSHC Service and thank you for enrolling your child with us. We look forward to caring for your children and getting to know them and your family.

Our OSHC educators are highly capable and hold a range of qualifications related to the care of children. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People and Child Guardian.

Ithaca Creek OSHC is operated by the Ithaca Creek State School P&C Association. It is an Approved Service under the Education and Care Services National Law Act 2010 and Regulation 2011, and is regulated by the Office for Early Childhood Education and Care. Our Service must comply with this Act and Regulation in regards to the requirements relating to activities, experiences and programs, educator qualifications and educator/child ratios.

We are committed to the National Quality Framework process and are committed to the principals of quality improvement.

For families who are new to the service, a few things to keep in mind:

- Enrolment forms are required to be completed before your child can attend the service. ***These must be completed every year*** to ensure the information is current. The form can accommodate up to three children and can be completed “on screen” as it is in a downloadable and editable format. However, a ***signed hardcopy*** must be provided to the Service.
- For Holiday Club (Vacation Care) attendances, a separate booking form must be completed. The booking form becomes available approximately 3 weeks before the end of each term.
- Make sure you claim for the Child Care Subsidy
- A copy of this Family Information Package is available electronically on our OSHC website (which may be accessed via the “Facilities” menu of the School website).

We hope that you find this information package helpful and informative. We aim for the material to be accurate and concise. If you have any suggestions or questions feel free to contact the Director, or Management Committee.

Ithaca Creek State School P&C OSHC

Contact Details:

OSHC Room (next to hall)

Lugg Street, Bardon Q 4060 (PO
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June 2018

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Provider Numbers:

Combined School Care	407123843K
Vacation Care	407123855T

Hours:

Before School Care	7.00 am – 8.45 am
After School Care	3.00 pm - 6:00pm
Holiday Club (Vacation Care)	7.00 am - 6:00pm
Pupil Free Days	7.00 am - 6.00pm
Public Holidays	Closed
Christmas Period	Christmas close down (for 2 weeks) will be notified in Term 4.

2018 Fees and Charges (before Child Care Subsidy reductions)

Before School Care (includes breakfast):	\$12.75
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After School Care (includes afternoon tea):	\$19.00
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Holiday Club (Vacation Care) and Pupil Free Days: \$45.00 (Early Bird) \$48.00 after due date for bookings.

In Holiday Club (Vacation Care), additional fees are charged for excursion / incursion days. Please see the Holiday Club (Vacation Care) program for details or contact the Director./Educational Leader.

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1 Our Service

1.1 Our Philosophy

Ithaca Creek OSHC is a place where children can enjoy play and leisure experiences that allow them to feel safe and relaxed. They also get to interact with friends and educators, practice social skills, solve problems, try new activities and learn life skills.

Ithaca Creek OSHC believes in the following principles:

- **Play, learn, grow**

We believe that through interesting and constructive play children can develop their creative, cognitive and social skills and thus grow in knowledge, maturity and self confidence. Our School's statement of purpose provides a fitting complement: "We love to learn, we learn to grow, we grow to care, and we strive to improve in all that we do".

- **Trust and mutual respect**

We believe that trust and mutual respect underpin all relationships at our Service – among children, between children and adults and among adults. Relationships based on trust and mutual respect promote the physical and psychological wellbeing of children.

- **Active and healthy**

We believe that physically and mentally active children are healthy children. We also promote the importance of healthy eating.

- **Inclusion, participation and collaboration**

We believe in equity, fairness and teamwork. We acknowledge that children at our Service are diverse in ages, abilities and circumstances. We make all feel welcome and encourage everyone to have a go at individual and team activities. We recognise that children's families are their first and most influential teachers and therefore collaborate between educators and families about matters affecting their children.

- **Improvement**

We believe in the regular review of our policies, procedures and programs so as to improve the services we provide to children and families and welcome constructive feedback.

1.2 Our Goals

Ithaca Creek 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 Australian Government's *My Time, Our Place – Framework for School Age Care in Australia*. Our goals are to encourage children to:

- **Have a strong sense of identity** – Ithaca Creek OSHC aims to provide a safe and supportive environment in which children can continue to develop an understanding of themselves and others, and to grow in confidence and empathy through opportunities for problem-solving and cooperation.
- **Be connected with and contribute to their world** – Ithaca Creek OSHC aims to encourage children to develop a sense of community belonging and an awareness of the need for them to participate constructively in social groups and activities. Ithaca Creek OSHC also seeks to foster in children an appreciation of fair play and an understanding of and respect for the differences between people.
- **Have a strong sense of wellbeing** – Ithaca Creek OSHC seeks to promote the physical and psychological wellbeing of children by maintaining a happy, interesting and safe environment, and to have children take increasing responsibility for their own health and wellbeing through informative discussion and active play.
- **Be confident and involved learners** – Ithaca Creek OSHC aims to cater for the creativity and curiosity of children so that they enjoy learning and to provide opportunities for them to think and communicate about what they have learnt.
- **Be effective communicators** – Ithaca Creek OSHC seeks to enhance the ability of children to express themselves confidently and meaningfully in different ways and for a variety of purposes, and to increase their capacity to understand communications by others.

1.3 Approved Provider

The Ithaca Creek State School P&C Association is the Approved Provider of the Service and we operate on a not-for-profit basis. Although the Service is located on school grounds, it operates separately from the school. However, there is a strong collaborative relationship between the Service and the school.

Parent participation is encouraged in all aspects of the Service. A parent Sub-Committee supports the staff and Approved Provider with the day to day running of the service. Members of the Sub-Committee must be members of the Ithaca Creek P&C Association. The election of the Sub-Committee executive is held at the OSHC meeting following the P&C AGM (generally in March). Meetings are held on the second Tuesday of every month on site, commencing at 6.30pm. Items for discussion can be submitted to the Secretary of the Sub-Committee up until 5:00pm the day before the meeting for inclusion in the agenda.

Issues arising about policies and/or management issues should be directed to the Sub Committee via the 'Concerns, Complaints and Suggestions' (grievance) policy outlined in this manual rather than through the school Principal.

A copy of our current Service Approval (issued by Early Childhood Education and Care) and the assessment and rating against the National Quality Standard are displayed on the notice board in the OSHC foyer.

1.4 Policies and Procedures

Ithaca Creek SS P&C OSHC has an extensive Policy and Procedure Manual (P&PM), which reflects the philosophy and goals of our service. This manual is on the school website.

Both the Family Information Package (this document) and the Policies and Procedures Manual are reviewed regularly and will be updated from time to time. You will be advised of any changes in the OSHC Oracle or the Director's column in the weekly school newsletter.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the Service. This is a legal requirement and updated enrolment information is required each year for each child attending the service.

A brief meeting with the Director (or Coordinator) can be requested on enrolment of your child. This is a good opportunity for you to discuss what would make your child's time at OSHC enjoyable, particularly in the initial few weeks.

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

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

This information assists the Service to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedures is kept in 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 Director and/or educators for information relating to:

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

1.6 How We Communicate With Families

We have a number of ways that we communicate with you as a family. These include the OSHC Oracle and newsletters or flyers available at the parent table or sent to families via email. Posters and brochures are available throughout the Service, including on the parent table, relating to a number of subjects such as health and nutrition, through to contact numbers for various community support groups. We can help with further contacts if you need them.

Information about the Program & contact details is also set out in the P&C newsletter distributed with the weekly school newsletter every Friday, and this may also be found on the school's website.

Your feedback is important to us. Through the annual Family Satisfaction Survey and discussions with parent/carers and children, and through the more formal 'Concerns, Complaints and Suggestions' (grievance) procedure, families have regular opportunities to provide feedback. This is important to us and we encourage all parents to use these mechanisms, as well as other more informal ones to have their say.

Your participation in surveys and your feedback about the Service allows you to have your say and helps to ensure our Service is responsive to our community's needs.

1.7 Respect for Children

Our Service endeavours 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.

1.8 Child Protection

This Service regards its role in the protection of children in its care with the utmost importance; this includes the Service's moral and legal duties to care for children associated with the Service while not in the care of their parents or primary carers. All staff have been made aware of the Child Protection Policy, their role as Mandatory reporters and the process for reporting of Child Abuse Policy of the Service, through induction and training procedures. .

1.9 Photos

With your permission, your child may be photographed on occasion participating within the day-to-day activities at the Service. These photos will be for internal use only and may be used within the service as part of our educational programming (eg, displayed on walls) and documentation for the purposes of regulatory compliance (eg, compiling learning stories).

If photos are taken at any other time or for use in a specific project (eg, marketing material), parents will be consulted and be required to give additional written permission. You will be asked to fill out a Queensland Government form, and read accompanying guidelines, allowing your child to be photographed for this purpose.

If parents do not wish to have their child/children's photo taken for any reason, please notify the Director/Coordinator

1.10 Priority of Access and Non-Discriminatory Access

This service ensures 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 provide care for primary school age children from Prep to Grade 6, primarily those attending Ithaca Creek SS. We also provide care in January for children attending Prep in that year. If you intend to enrol your child for this session of Holiday Club (Vacation Care) *and he or she does NOT have an older sibling who also attends the Service*, we ask that you meet with our Director or Coordinator beforehand.

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 available on the DEEWR website or at the service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Director in the first instance. If a satisfactory outcome is not achievable, you are encouraged to contact the Management Committee. Contact details for the current Management Committee are available at the OSHC office or through the P&C.

Other avenues of communicating your feedback, suggestions or concerns are via email and the 'Suggestion Box' at the parent table or at our annual Family Satisfaction Survey.

We value and encourage your participation in our service, as we believe it enhances the service we provide.

2 Caring For Your Child

2.1 Arrivals and Departures

You will need to sign your child in and out on the iPad system when delivering and collecting your child/ren from the Service. Written authorisation must be provided for any person other than those stated on the enrolment form to collect children from the centre. In emergencies, faxed letters of authorisation or emails can be sent to the Service. Please advise persons collecting children that they may be required to provide proof of identity and signature.

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

If you require your child to attend activities within the school grounds, such as swimming lessons, written authority must be given (this can be done using an Extra Activity Permission form). Children are not permitted to leave the Service unaccompanied unless written authorisation has been provided, detailing the time of departure (indicating a release of Duty of Care). In general, educators will not be able to escort children to these activities due to educator ratios. However, depending on demand and at the discretion of the Management Committee, the Service will employ a dedicated chaperone to escort children safely to the activity. Parents need to be aware that should staff not be available, your child will not be escorted to the activity. Parents should consider this and the ability of their children to walk themselves safely before enrolling children in these activities.

Extra Activity Permission forms can be found on the parents' table or downloaded from the OSHC section of the school website.

2.2 Late Collection and Fee Payable

Closing time of this Service is 6.00 pm. We ask for your cooperation by collecting your child by this time. Late pick-ups are upsetting for the child and stressful for staff. If there is an emergency and you are unable to collect your child on time, please contact the Service as soon as possible.

Parents who collect their children after this time will incur a late fee of \$15 plus \$1.00 per minute for the first 15 minutes, then \$2.00 per minute thereafter. The fee does not attract a CCS

The correct time is to be recorded on the iPad system (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 Director will contact the police to collect children who are still at the service.

2.3 Children Leaving without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

2.4 Expectations of Children

As part of our commitment to quality care for the children at our service, we have basic rules for the children to follow. These rules are developed annually with input from the children themselves to give them a sense of ownership over what happens within “their” space.

Examples of expectations from previous years are:

At Ithaca Creek OSHC we:

- Keep ourselves and others safe
- Respect ourselves and others
- Act responsibly
- Take care of our games and furniture
- Take care of our environment
- Listen to educators and do what they say
- Stay where we can see educators (and they can see us) at all times

- Say ‘no’ to bullying

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.

While every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff 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.

2.6 Safety

Evacuation and lockdown plans are situated in the entrance area near the sign-in desk. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and harassment 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.

2.7 Health and Hygiene

The wellbeing of all children 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.

Staff 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, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Consistent with the Sun Safety Policy, children and staff will wear broad-brimmed hats that protect the face, neck, ears and crown of the head (NO CAPS), and appropriate clothing when outside. Staff will encourage children to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's 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.

Ithaca Creek SS P&C OSHC is a smoke free environment.

2.8 Illness and Injury

The service actively strives to avoid injuries and to minimise 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 are 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 wellbeing 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 or a medical certificate.

The Director or (delegate) will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified staff 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. Any cost associated with transport and treatment will be the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly.

2.9 Medication

In the case of your child/children requiring medication while in our care, the parent/guardian is required to supply written authority stating the drug, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as Panadol or cough mixtures. 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 or anaphylaxis.

All medication will be administered by the Director (or delegate) and one staff member. This will be recorded in a Medication Register, which will be signed off by both staff administering the medication.

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 (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 the Service is aware of this by detailing it on enrolment form.

2.10 Daily Routines

Routine plays an important role in achieving a successful school age care setting. It allows the Service to operate effectively and efficiently and makes for a relaxed environment for staff, children and parents.

Routines provide consistency, prevent confusion, reduce staff workload, reduce behavioural problems, and promote and ensure general hygienic practices.

Weekly plans are posted in the foyer of OSHC for all staff, families and children to view. Children are consulted on a regular basis to decide on future programming activities.

2.11 Homework

Supervised Homework Club is held each afternoon Monday through to Thursday in the Arch Bevis room. Please advise the Director if you would like your child to participate. Please discuss your expectations with your child and agree with your child the amount or time he or she will spend doing homework. Ultimately, responsibility of completing homework belongs to your child, and staff cannot force your child to complete their assignments. While we support the children in homework, we regret that educators are not able to provide individual tutoring or assistance. Educators will not take responsibility from parents/guardians e.g. to check and finalise or sign-off on homework.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for afternoon tea, which include a variety of fresh foods. For those who need it, the Service will also provide breakfast before 8.00 am and a light snack at 5.00pm. Please remember to inform staff if your child has any food allergies or has a special diet (including religious or cultural). Our menu is displayed on the foyer notice board.

Water is available to children at all times.

All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behaviour Support and Management

Our aim is to provide an atmosphere where children have positive and active experiences during their stay in an environment that minimizes the potential for frustration and/or conflict.

We believe that children require guidance in what to do, instead of what not to do. Therefore, we endeavour 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, with consideration of her or his 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. OSHC reinforces Ithaca Creek State School's anti-bullying program.

Most children will require 're-direction' of their behaviour from time-to-time, however any unacceptable behaviour will be subject to a three-step process: firstly, a verbal warning, and secondly, supervised time-out to reflect on their own behaviour. If unacceptable behaviour continues, the third step will involve parents, the Director and the child reflecting on the behaviour and agreeing on (and signing) a plan of action. If disruptive behaviour persists, the Director may consult the Management Committee. A written report may then be sent to the parents and the child may be suspended from the Service.

The Rules of Behaviour are developed annually in consultation with the children and staff. See Section 2.4.

Implementing the Policy

The staff will apply the policy consistently. Students who have special needs, which make it difficult for them to follow the rules, will be fairly accommodated.

Parents who have concerns about this policy or its application should direct their concerns to the Director in the first instance, or the Management Committee (the OSHC Sub Committee of the P&C Association).

In the first, second and third instance of a breach of rules (unacceptable behaviour), the following will occur:

- The staff member who was present will record the incident in writing.
- After a third incident has been recorded, the Director will consult with the Management Committee and a letter may be sent to the parent/guardian, stating that the child cannot return to Ithaca Creek OSHC for one week. This is a discretionary decision depending upon the seriousness of each incident.
- At the end of that week, a meeting will be held between the Director, parent and child to discuss possible strategies for including the child back into the Service. If the child is included back and the same behaviour continues upon return, the child may be excluded permanently from Ithaca Creek OSHC.
- If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself/herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.
- The child will be excluded from the Service effective immediately and the lifting of the exclusion will be at the discretion of the Director and Management Committee.

2.14 Damage to Equipment or Facilities

As part of everyday 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/guardian.

2.15 Students, Visitors and Volunteers

Childcare and university 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.

2.16 Excursions/Incursions

Excursions (where the activity occurs outside of the Service's grounds) and incursions (where an external provider is brought onto the Service's grounds for the activity) are usually planned throughout the Holiday Club (Vacation Care) program.

They 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-to-child ratio

Children are required to have footwear for ALL excursions. Children MUST wear a hat and sunscreen (provided at the service) at all times during outdoor activities. The Service does have a limited supply of hats for children who have forgotten theirs. Please check Holiday Club (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.

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and *Transport Operations (Passenger Transport) Act 1994*. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

2.18 Clothing

During before school and after school care children will usually be dressed in school uniform. During Holiday Club (Vacation Care) we ask that children wear comfortable clothing that will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may need more than one change throughout the day, please pack extra clothing.

Children wear shoes at all times when playing outside. Hats will be worn and must have a full brim and cover the crown of the head. Appropriate clothing should be worn on excursions when exposure to the sun for a period of time will be encountered.

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 Programming

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, which occur 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 supervised activities will be programmed for each day of Before School Care, After School Care and Holiday Club (e.g. cooking, 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. The programming follows the *My Time, Our Place – Framework for School Age Care in Australia*. Planned activities are also designed to reflect the multicultural and multilingual nature of our community.

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. The 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.

The Director/Educational Leader will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out during the year can be used as a means to convey parents and children's thoughts and input into the program. A weekly plan is posted in the OSHC foyer.

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, family surveys, school-wide surveys and parent information evenings.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the Service (eg books, toys,). Educators should be made aware that children have these items and they should be clearly named with permanent identification.

While every care is exercised, with children encouraged to look after their belongings, the Service assumes no responsibility for damage or loss to any item belonging to any person.

3 Payment for Care

3.1 Payment of Fees and Outstanding Fees

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement (see page 5) and other goals, and the Service's Policies and Procedures.

The fees for Before School Care, After School Care, Holiday Club (Vacation Care) and pupil free days can be found on page 3 of this Handbook.

A weekly statement will be issued for each account, usually via e-mail. The statement details charges for attendance in the previous weeks and payments made.

Fees for late collection will be billed accordingly. See Section 2.2.

Failure to cancel a booking without sufficient notice will result in the normal fee being charged. These will be billed accordingly. See Section 3.4. Accounts must be paid in full on a weekly or a fortnightly basis.

The Service uses Debitsuccess– an automated payment system – as the payment method. By using the Debitsuccess service, families can help keep costs down. A separate form must be completed to enrol for that service.

Overdue Fees

If parents/caregivers are experiencing financial difficulty paying their account, the Director or a member of the Management Committee should be contacted to discuss alternative payment arrangements.

If there are outstanding fees of over \$50.00, or where no payment has been made in at least two weeks:

- In the first instance, a statement will be issued and then the service will issue a letter or email (Reminder Letter) where the terms of payment are explained and the parents are informed that continued enrolment is dependent on the payment of the fees outstanding.
- If no payment is received (or no arrangements agreed to settle the account) within one week an attempt will be made to contact the parent by phone to negotiate a suitable payment arrangement.
- If after a further 7 days no payment has been received either in full or as per the negotiated payment arrangements, the Management Committee will send a Letter of Demand.
- A debt collection agency may be used if payment of fees has not been received.

The Management Committee may in its discretion exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as advised to them by the Management Committee under the previous paragraphs.

Where fees remain outstanding at the end of school term, bookings for forthcoming Holiday Club (Vacation Care) sessions may be refused.

Credit Balances

When your family ceases to use the Service, we are happy to refund any credit balance you have with us. If the amount is \$15.00 or less, you will need to contact us in writing (with remittance details) to organise a refund. This must be done within three months of your ceasing to use the Service. If the amount involved is over \$15.00, then we will endeavour to contact you using your contact information from your most recent Enrolment Form. It is important, therefore, to keep your contact details current. If we do not hear from you in the former situation (i.e., if the amount involved is \$15.00 or less) or if we cannot contact you in the latter situation (where the amount involved is more than \$15.00), then the funds will be transferred to the Service's bank account.

3.2 Child Care Subsidy

Child Care Subsidy is a payment made to eligible families to assist with the costs of child care. [Information on this can be found at www.humanservices.gov.au/childcaresubsidy](http://www.humanservices.gov.au/childcaresubsidy)

It is the family's responsibility to contact the Department of Human Services to ensure their eligibility to claim CCS. The Department calculates fee reductions using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the Service's enrolment process.

.For parents/caregivers starting with the Service who have a child care subsidy percentage, the percentage will be applied upon the service being supplied a copy of the appropriate paperwork stating your entitlement. For parents/caregivers starting with the service who have not applied for child care subsidy, a credit will be placed on the account after the subsidy percentage is supplied to the service.

Our Service submits online attendance records for each child on a weekly basis. The Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the Service. The Child Care Subsidy reductions are paid directly to Services and are itemised on the family account.

All CCS records will be kept for three years from the last entry on the record in accordance with the *Australian Government Department of Education Children's Services Handbook*.

3.3 Bookings

At Ithaca Creek OSHC we attempt to cater to all families 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 need. We understand that some families will be unable to predict their need and we will try to accommodate, but due to licensing restrictions there may be some days when we are unable to accommodate casual bookings.

Please notify the Administrator promptly in writing (email is best) if your child/ren will not be attending on a particular day.

ICSS P&C OSHC FAMILY INFORMATION PACKAGE

It is not sufficient to contact the school about an OSHC cancellation as OSHC operates separately from the school. Conversely, it is not sufficient to contact OSHC about a school absence.

Failure to cancel a booking without sufficient notice will result in your being charged the normal fee.

Cancellations must be received by the following times:

- Before School Care: 9:00am on the previous working day
(24 hours notice)
- After School Care: 4.00pm on the previous working day
(24 hours notice)
- Holiday Club (Vacation Care) and Pupil Free Days:
9.00am two working days prior to attending
(48 hours notice)

Allowable or approved absences will be used for all other instances, including Holiday Club (Vacation Care) cancellations.

If it is not possible for you to regularly meet these timeframes (eg, shift work), please discuss your situation with the Director.

No fee will be charged if your child is sick and staff have been advised. If your child is sick and cannot attend the service, please contact the service as soon as possible in addition to contacting the school. We appreciate your letting us know as soon as possible in case there are children on our wait list.

3.4 Allowable Absences

Families receiving Child Care Subsidy 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 'approved absence days'.

Attendance

Please notify the service promptly in writing (email is best) if your child/ren will not be attending on a particular day.

It is not sufficient to contact the school about an OSHC cancellation as OSHC operates separately from the school. Conversely, it is not sufficient to contact OSHC about a school absence.

4 Important Contact Numbers

Centre Contact

Ithaca Creek SS P&C OSHC	3368 1060
OSHC email	ithaoshc@bigpond.net.au

Emergency Numbers

Police	000
Ambulance	000
Fire Station	000

General Departments

Centrelink Self Service Line	13 62 40
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Early Childhood Education and Care (Child Care Information Service)	36340532
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Child Care Subsidy

Dept of Human Services

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Health

Community Child Health Service - Paddington (for services offered to parents of children from 0- 12 years)	1300 366 039
Queensland Health 24 hours 7 days per week for health advice and information)	13 HEALTH (13 43 25 84)

Counselling and Support

Lifeline	13 11 14
Poisons Information Centre	13 11 26
Disability Information Service	1800 177 120
Women's Infolink	1800 177 577
Domestic Violence Telephone Service (Women)	1800 811 811
Domestic Violence Telephone Service (Men)	1800 600 636
Kids Helpline	1800 551 800
Relationships Australia	1300 364 277
PPP – Positive Parenting Program	3365 7290

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Updated
June 2018