Family Information Package

Updated January 2013
Welcome

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.

- Make sure you claim for the Child Care Benefit (CCB) through the Family Assistance Office. Even if you are not eligible for a benefit, you can still receive the Child Care Rebate.

- A copy of this Family Handbook is available electronically on our OSHC website.

We hope that you find this handbook 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 Coordinator, Administrator or Management Committee.
Ithaca Creek State School P&C OSHC

Contact Details:
OSHC Room (next to hall)
Lugg Street, Bardon Q 4060
(PO Box 540, Ashgrove, Q 4060)
Tel: 07 3368 1060
Fax: 07 3368 1120
Email: ithaosch@bigpond.net.au
Web: http://ithacreess.eq.edu.au/OSHC.html

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.

2013 Fees and Charges (before Commonwealth Child Care Benefit reductions)
Before School Care (includes breakfast): $10.00
After School Care (includes afternoon tea): $16.00
Vacation Care (Holiday Club) and Pupil Free Day: $38.00

In Vacation Care (Holiday Club) additional fees are charged for excursion / incursion days. Please see details in Vacation Care (Holiday Club) program or contact the Coordinator. Additional fees are not subsidised by CCB.

Failure to cancel a booking without sufficient notice will result in being charged the normal fee. Please see Section 3.4.
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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 separate to 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 Licensee 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 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 7.00pm. 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 the Office of Early Childhood Education and Care) and the assessment and rating against the National Quality Standards are displayed in 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&P) which reflects the philosophy and goals of our service. This manual will be available to all families on request.

Both the Family Handbook (this document) and the Policies and Procedures are reviewed regularly and will be updated from time to time. You will be advised of any changes in the periodic OSHC 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 a new enrolment form is required each year.

A brief meeting with the Coordinator (or Assistant 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; Coordinator, 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 Coordinator 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
- the goals 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 newsletters or flyers available at the sign-in table or sent to families via email. Posters and brochures are available throughout the Service at the sign-in 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 weekly plan & contact details is also set out in the P&C newsletter distributed with the weekly school newsletter every Thursday, and this may also be found on the school’s website.

Your feedback is important to us. Through surveys 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 and the 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 on walls etc as part of our programming.

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 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 7,
primarily those attending Ithaca Creek SS. We also provide care in January for children attending Prep in that year, provided they have a sibling that also attends the Service.

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.

First priority A child at risk of serious abuse or neglect
Second priority A child of a single parent who satisfies, or has parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999
Third priority 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. In this situation we will provide you with at least 14 days notice and seek to resume care for your child as soon as possible.

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

1.12 Parent Code of Conduct
Staff are always happy to talk to parents about their child during service hours. In-depth or more confidential appointments can be made to speak with the Coordinator or Assistant Coordinator.

It is expected, however, that in your communication with staff that:

- There will be no swearing or raised voices
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way
- Police will be called if person does not respond to request to leave the premises.

1.13 Staffing
All staff qualifications and child/staff 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 with a minimum staff to children ratio of:

- At the Service 1 staff for every 15 children
- On excursions 1 staff for every 8 children
- During water activities 1 staff for every 5 children, Prep children is 1:2
The Management of the service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. Staff employment and training procedures ensure that the Service employs suitable people. Our OSHC staff 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. Two staff are present at the service at all times.

Photos of staff are displayed at the Service to assist parents in identifying staff.

1.14 Concerns, Complaints and Suggestions
If you have any concerns, complaints or suggestions, please speak to the Coordinator 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 the ‘Suggestion Box’ at the sign-in desk, parent communication book at the sign-in desk or at our annual parent 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
Children must be signed in and out each day by an authorised person. A full name and signature is required. 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 ten 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. Children are not permitted to leave the Service unaccompanied unless written authorisation detailing 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.

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 all 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 per minute for the first 15 minutes then $2.00 per minute thereafter. The fee does not attract a CCB.

The correct time will be recorded on 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 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 centre, 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
- 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 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 hats 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 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 or a medical certificate.

The Coordinator 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 Coordinator (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 on enrolment form.
2.10 Daily Routines
Routine plays an important role in 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, promote and ensure general hygienic practices.

Weekly plans are posted near the sign in desk as well as in the P&C weekly update issued with the school newsletter for all staff, families and children to view. Children are consulted on a regular basis to decide on future programming activities.

2.11 Homework
On mornings and afternoons of certain days, the service endeavours to provide quiet space and supervision by staff to enable children to do their homework. Ask a staff member the days and times when children can do their homework and advise 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. Parents and children will have a written agreement on the amount of work to be completed at Ithaca Creek OSHC and provide a copy of the agreement to the Coordinator. Educators will remind children of their agreement and your expectations, but ultimately the 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 8am and a light snack at 5pm. 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 kitchen notice board.

Water and fresh drinks are 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 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. 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 Coordinator and the child reflecting on the behaviour and agreeing on (and signing) a plan of action. If disruptive behaviour persists, the Coordinator 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 Coordinator 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 Coordinator will consult with the Sub-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 Coordinator, 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 Coordinator and 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 occasionally 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
- Names of the persons who are in charge

Children are required to have footwear for ALL excursions. Children MUST wear a 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 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 (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.

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 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, please pack extra clothing.
Children wear shoes at all times when playing outside. Hats will be worn. Appropriate clothing should be worn on excursions when exposure to the sun for a short 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, that 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 Coordinator 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 parent’s 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, newsletter surveys; school-wide surveys and parent information evenings.

2.21 Personal Effects
We understand that children enjoy bring personal items from home to use at the Service (books, toys, gaming devices, etc). Educators should be made aware that children have these items and they should be clearly named with permanent identification. Personal gaming devices (eg., Nintendo DS) are only allowed to be played during Holiday Club (Vacation Care) for limited periods.

While every care is exercised, 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 being charged the normal fee. 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 Ezidebit – an automated payment system – as the preferred payment method. By using the Ezidebit service, families can help keep costs down. A separate form must be completed to enrol for that service. Payment by cheque, cash, EFTPOS i.e direct debit and credit cards (except AMEX) is also accepted.

All monies will be banked on behalf of the Service as soon as possible after receipt.

Overdue Fees

If parents/caregivers are experiencing financial difficulty paying their account, the OSHC Administrator 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 the Administrator will issue a letter (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 the Administrator will attempt to contact the parent by phone to negotiate a suitable payment arrangement.

- If after 7 days no payment has been received either in full or as per the negotiated payment arrangements, a Letter of Demand will be sent by the Management Committee.

- 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.

3.2 Child Care Benefit (CCB)
Child Care Benefit is a payment made to eligible families to assist with the costs of child care. 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 Service's enrolment process.

You must also ensure you have contacted Family Assistance Office to link your family to this Service. Please ensure you register the Provider Number for all of the components of care you require from us (Before, After and Vacation Care) even if you may not require it at present. Failure to do this will result in paying full fees until a Child Assessment Notice has been received by the Service.

Even if you do not meet the requirements for the benefit (eg, do not meet income test), you need to claim for Child Care Benefit so that you can also receive your Child Care Rebate. For more information, contact the Family Assistance Office.

For parents/caregivers starting with the Service who have a child care benefit subsidy percentage, the percentage will be applied upon the OSHC Administrator 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 benefit, a credit will be placed on the account after the subsidy percentage is supplied to the OSHC Administrator.

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.

All CCB records will be kept for three years from the last entry on the record in accordance with the DEEWR Child Care Service 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 we are unable to accommodate casual bookings.
3.4 Attendance
Please notify the Administrator 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 separate to the school. Conversely, it is not sufficient to contact OSHC about a school cancellation.

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

Cancellations must be received by the following times:

- **Before School Care:** 9:00am on the previous school / vacation care day (24 hours notice)
- **After School Care:** 4.00pm on the previous school / vacation care 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 Coordinator.

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 if you can let us know as soon as possible in case there are children on our wait list.

3.5 Allowable Absences
Families receiving Childcare Benefit are allowed 42 days per calendar year, per child, for “allowable absences”. Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are ‘approved absence days’.
### 3.6 Approved Absences

CCB is also payable for absence 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 school or pupil free days
- Periods of local emergency
- Shared care arrangements due to a court order, parenting plan or parenting order (with a copy of documentation)
- Attendance at preschool (specific conditions apply)
- Exceptional circumstances apply

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 been provided
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
(otherwise see FAO)
Office of Early Childhood Education and Care 1800 637 711
(Child Care Information Service)
Family Assistance Office (FAO) 13 61 50

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

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
Juvenile Aid Bureau 3364 6801
PPP – Positive Parenting Program 3236 1212