

FAMILY INFORMATION HANDBOOK

FOR

CURRAJONG OUTSIDE SCHOOL HOURS CARE (Currajong OSHC)

(Entrance via Tippett St)

PO Box 1850

Aitkenvale Qld 4814

Contact Person: Co-ordinator

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ABOUT OUR SERVICE

Our Philosophy

Currajong OSHC diligently strives to demonstrate the right of every child to have his/her physical, emotional and social needs met in a safe, caring and supportive environment.

Developing and delivering programs and activities considered to be in the 'best interest of the child' are paramount to all Educator at Currajong OSHC. Educator is proactive in ensuring that the care extended protects every child from harm and demonstrates respect and regard for the child's dignity, individual needs and privacy.

The Service strives to provide positive experiences through quality programming for each and every child who comes under the care of the Service. Currajong OSHC acknowledges in its programs that school age care provides great opportunities for the development of the life skills and age appropriate experiences.

Children are also encouraged to problem solve and be independent while having the reassuring presence, encouragement and guidance of the Educator supporting them.

The objective of Currajong OSHC is to support families in the care and development of their child/ren through the My Time Our Place Framework.

Family involvement through committees and general support is vital to the continuance of the Service.

Approved Provider

Currajong OSHC is managed by the Currajong State School P&C Association. This volunteer Committee is the Approved Provider of Currajong OSHC.

Parent participation is encouraged throughout all areas of the Service; a Committee supports the Educator with the day to day running of the service. The election of Office Bearers for the Committee is held at the annual AGM which is usually around March each year.

Monthly Meetings:

Venue: Currajong State School

Date: Last Tuesday of each month

Time: 6.00 – 8.00pm

The meetings work to an agenda which ensures time given to attending is kept to a tight time frame. Items for inclusion on the agenda may be submitted to the Coordinator or President or any other member of the executive committee by 5.00 pm (COB) the day prior to the meeting.

Parents are welcome to attend P&C meetings. Due to privacy requirements, the attendance of children at meetings is not permitted.

Policies and management issues of a grievance nature are to be brought to the attention of the Executive Management Committee.

From time to time we review aspects of the Service including Policies and Procedures and other processes and systems. A number of options are available to families who would like to participate in maintaining the Service. These include, but not limited to, being on a committees, assisting with fund raising or assisting with surveys. This allows families the opportunity of expressing ideas or concerns which are regarded by the Committee as a valuable contribution to ensuring the Service functions at a highly professional level.

Enrolment and Orientation

Parents/guardians are required to complete an enrolment form prior to their child/ren commencing their first day at the service. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will also be given an orientation tour of the Service and any questions you may have will be answered by an Educator member. Information on basic operations such as programming etc. will be provided at time of enrolment.

If your child has additional needs we will seek further information from professionals in the field **prior** to your child coming under the care of the Service.

All information obtained through the enrolment procedures is kept in strictest confidence and used only for the purposes for which it is obtained and all enrolment forms are stored in a locked area.

How we communicate with Families

The Service utilises a number of options in our endeavour to communicate with families. These include a newsletter delivered by hand to parent folders located at the sign in/out area or emailed to families who have the facilities. Posters and brochures are available throughout the Service which has information on a number of important topics including health and nutrition. They also have contact numbers provided in a number of languages (if possible) for various community support groups. Educator are able to assist with further contacts if needed.

Grievance procedures are put in place to accommodate any issues that may arise and we encourage all families to follow this procedure.

Currajong OSHC is licensed under the National Law and is governed by the Townsville Office for Early Childhood Education and Care. The service participates in the Assessment and Rating process and copies of the services QIP is available at all times for parents to pursue.

Child Protection

All Educators have undergone induction and training in the procedures outlined in the Child Protection Policy and the Reporting of Child Abuse Policy of Currajong Outside School Hours Care.

It is a requirement that all Committee members and Educator participate in Protective Behaviour's training.

Photos

There will be occasions when your child may be photographed participating in the day to day activities we provide at Currajong Outside School Hours Care. Please sign the form provided in your enrolment package. These photos may be used **within** the service on walls etc. as part of our programming process.

Priority of Access and Non-Discriminatory Access

Currajong OSHC competently ensures that parents and children have access to quality childcare appropriate to their needs. The Service upholds zero tolerance towards any form of discrimination including discrimination in relation to income, social, religious or cultural background, gender or abilities.

The provision of care offered by the Service is for primary school age children aged between Prep and Grade 6. We warmly welcome your child/ren into care once they are eligible to attend a State Prep School.

Priority of enrolment for families are as follows:

- 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 Family Assistance Act
- 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. You will be afforded 14 days notice to examine Care Options for your child. Your child will then be placed on a waiting list and invited to enter the program again once a place becomes available.

Parent Code of Conduct

Currajong OSHC has a strict code of conduct policy where it is not acceptable to have anyone yell at anyone else and intimidate anyone so that they feel threatened. We ask that parents/guardians respect that Educator are available to speak with you for a **very limited time** while the service is operational. If you require an extended, confidential meeting, we ask that you make an appointment with the Coordinator or Assistant Coordinator. If you wish to speak to someone other than the Coordinator please refer to the **Complaints Handling Policy** outlined in the Policy and Procedure Manual. This

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avails parents/guardians the opportunity of expressing any concerns regarding the operation of the Service in an appropriate manner.

Currajong OSHC reminds every person who enters the Service area that;

- Swearing or raised voices will not be tolerated on the premises
- Educator members will exercise their right to ask a person to leave the premises if they feel intimidated or threatened in any way
- Police will be called if person does not respond to a request that they leave the premises

Educators

All Educator qualifications and child/Educator ratios are in accordance with the guidelines set down in the National Law 2011. Currajong OSHC has considered the minimum standard in the National Law and will apply the following over compensated numbers when on excursion outside of the service & have two (2) Educator present at all times to supervise and ensure the safety of the children.

At the Service	1 Educator for every 15 children (Under normal circumstances)
On excursions	1 Educator for every 8 children
During water activities	1 Educator for every 5 children

Every person on Educator holds a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People and also hold a current First Aid Certificate

To assist you in identifying individual Educator members, you will find their photos displayed at the Centre.

Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please refer them to the Coordinator. If you find this is not satisfactory, the Management Committee is there to assist, support or manage any complaints. Management Committee for complaints is displayed inside the Junior Room Door. To meet our primary objective of providing the very best care for your child/ren, we continually strive to improve on the quality of care offered. The safety and well-being of your child/ren is our top priority.

Options recommended for communicating any suggestions or concerns include the 'Suggestion Box' located at the signing desk, or at our monthly P & C Meetings; or by participating in our surveys which we conduct throughout the year. The Coordinator, Assistant Coordinator and Committee will avail themselves to discussing any issue with you outside the above nominated options. Your participation in any form is valued and encouraged and aids in improving the Currajong OSHC.

Arrivals and Departures

All Children must be signed in and out each day by an authorised person. This is a requirement of the National Law. Prior arrangement in writing is to be made with the Coordinator for any person, other than those stated on the enrolment form, to collect your child/ren from the Centre. Please be advised

that the person collecting your child/ren will be required to provide proof of identity. In emergencies, a faxed letter, email or a phone call from a parent/guardian, giving authorisation, will be accepted by the service.

If you want your child/ren to attend activities within the school grounds during normal time at Service please do so in writing. Due to Educator/Children ratios, Educators will not be available to escort children to these activities. Parents/guardians are asked to consider this when enrolling children in these activities. The Centre accepts no responsibility for the child/ren while they are at these activities. Educator will not permit any child to leave the Service unaccompanied. Written authorisation detailing time of departure indicating a release of Duty of Care is a mandatory requirement

If your child is away from Currajong OSHC please inform the centre as early as possible particularly if your child only attends After School Care as Educators will spend time looking for the child in the school grounds and this search may include police unnecessarily if the child is home sick or someone else has collected the child.

Late Collection and Fee Payable

We ask your cooperation in ensuring that your child is collected by 6.00pm. If possible please arrive at the Centre at 5.45pm at the latest to ensure you have time to collect your child's belongings, talk to Educators and read and sign any information given to you by Educators. Any child on the premises after 6pm will incur a late fee. If there is an emergency and you are unable to collect your child on time, please contact the Service. If your child/ren are not collected on time a late fee of \$30.00 per child for the first 10 minutes after 6.00pm will be charged with a further \$3 per minute per child after that. 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 Educators are unable to contact a Parent/ guardian or emergency contact then the Coordinator will contact the police to collect child/ren who are still at the service.

Children Leaving without Permission

If a child leaves the Service under any circumstances without permission, the Educator will assess the situation and call the police immediately. Parent/guardian will also be contacted as quickly as reasonably possible.

Child Code of Conduct

As part of our commitment to quality care for the children attending the Service, we have basic rules for the children to follow. These rules have been developed with input from the children. Their involvement enables a sense of ownership over what happens within "their" space and develops a sense of pride in seeing their input displayed prominently throughout the service. We revise these rules with the children twice a year. Each room will have their own rules displayed.

Court Orders

Please inform the service immediately if your child comes under a court order.

Safety

Evacuation and other emergency plans are located on the wall at the each entry point of the Centre. We ask all parents, Educators and children to familiarize themselves with the procedures. Fire, evacuation and other emergency drills are practiced bi-monthly. We ask parents/guardians to participate if present during a drill. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/emergency procedure. All our firefighting equipment is serviced every six months.

Health and Hygiene

To safeguard the health of all children and prevent the spread of infection, we ask your cooperation by keeping your child at home until he/she is fully recovered from the illness. Any child suffering from an infectious disease will be excluded from the Service for an appropriate time. This ensures that all children at the Centre will be protected from contracting the disease. The Service does not have facilities to care for sick children. Currajong OSHC follows Staying Healthy in Childcare (5th Edition) guidelines. Children and Educators wear hats and appropriate clothing when outside. Educator model required behaviour and encourage children to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Currajong OSHC is a smoke free environment. Parents/Guardians/visitors and Educators are asked not to smoke within 30 metres of the entrances to the Centre.

Illness and Injury

The Coordinator will telephone the parent/guardian immediately if your child has been involved in an incident resulting in injuries to the head or becomes ill. Qualified Educator will administer basic First Aid only. If contact is not able to be made with a parent/guardian and it is necessary to seek medical attention, an ambulance will be called and the child will be taken to hospital.

Please ensure emergency contacts are updated on enrolment forms when necessary.

An incident/Accident form will be filled out for parents to inform them of the incident/accident.

Please refer to a copy of Staying Healthy in Childcare poster located in the Junior room. If unsure of exclusion periods ask Educators for a copy.

Medication

If your child/ren requires medication during a period in care, please supply written authority stating the drug, dosage, dates and times to be administered. **All medication is to be supplied in its original container with the child's name clearly printed on the front. If there is no CHEMIST LABEL on the medication, it will not be administered.**

Asthma or Anaphylaxis plans are to be completed for children suffering from Asthma or severe allergies. It is to be completed by a Doctor & given to the service on Enrolment of the child or when the condition is diagnosed by a Doctor. All medication will be administered by the Coordinator or Educator nominated by the Coordinator and recorded in a 'Medication Register'. An Educator will witness & sign off on all medication administered. Medication will be stored in a locked container out of sight of the Children.

Homework

The Service will provide adequate time, quiet space and supervision by Educator to enable children to do their homework. Parents are asked to sign the 'homework' form provided in the enrolment package if their child is to do homework at After School Care. We encourage children to comply with parents wishes however, we cannot force them. While we support the children in homework, we do not take responsibility for signing off on their work.

Children who have not finished their homework will need to complete it at home. Educators are not responsible for tutoring any child. Educators will not sit and read with children for their homework. This is to be done at home. Homework will be completed when possible.

Breakfast and Afternoon Tea

Nutritious and well-balanced snacks are provided for breakfast and afternoon tea and include a variety of fresh foods. The meals and cooking sessions provide us with a wonderful opportunity to expose the children to cuisines from a variety of cultures. Please remember to inform the Service if your child has any food allergies or requires a special diet (including religious or cultural). Detailed information about our **Nutrition Policy** is available in our Policies and Procedures Manual.

The Service invites you to make constructive comments, discuss concerns or provide feedback regarding our Nutrition Policy with the Coordinator. All food preparation is carried out within the guidelines set down by the National Food Safety Standards. We acknowledge that families from many different cultural backgrounds access the Service. Please feel welcome to share with us or assist us in introducing a variety of different foods to children and Educator at the Centre.

Water is always readily available for the children.

Behaviour Management

One of the objectives of Currajong OSHC is to provide an atmosphere where children experience constructive and active opportunities during their stay. Our aim is to provide an environment that minimises the potential for frustration and/or conflict. 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 rules and understand the consequences of breaking those rules.

Every child is treated with sensitivity, respect and dignity. No child will experience discrimination based on social background, gender, ethnicity or abilities. Appropriate behaviour by children is encouraged

and appreciation expressed to them. Any child displaying unacceptable behaviour will be given no more than 10 minutes supervised time out. Physical, verbal and emotional punishment is unacceptable and is never used as a behaviour management technique at the Service. If unacceptable behaviour continues, parents will be notified. If disruptive behaviour persists, a written report will be forwarded to the parent/guardian recommending a meeting with parents/guardian, the child, Coordinator and a Committee member. A child will be suspended from the program if his/her 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 Educator.

Damage to equipment or Facilities

Currajong OSHC recognises that fair wear and tear will occur as part of everyday experiences involving children. However, if damage is done that cannot be attributed to fair wear and tear but can however, be attributed to a malicious or intentional act on the part of a child, the parent/guardian will be required to meet the cost of repair or replacement.

Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During their visit 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. It is not a practice of Currajong OSHC to leave a student, volunteer or visitor in charge of a group of children.

All visitors to our service are required to operate within our philosophy and policies.

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 required child/Educator ratio required
- Names of the persons who are in charge

Children are required to have enclosed footwear for **ALL** excursions. Thongs are not acceptable. Children **MUST** wear a hat and sun screen (provided by parents initially) 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.

Clothing

Your child/ren will usually be dressed in school uniform during Before School and After School care. During Vacation Care we ask that your child/ren wear comfortable **sun smart** clothing which will enable them to participate in activities. As clothing may get dirty during sport or craft activities, we ask that you provide extra clothing if you believe your child may need to change throughout the day.

Children wear closed-in shoes at all times when playing outside. Hats will be worn. No Hat, No Play. If your child/ren arrives at the centre without a hat or appropriate footwear without explanation from parent/guardian they will not be allowed to participate in outdoor activities.

Programming

A variety of supervised activities are programmed for each day of Before & After School Care (e.g. 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. Our aim is to provide activities that are developmentally appropriate to the whole child's development in regards to the MY TIME OUR PLACE document.

The Coordinator is available to discuss any aspect of the program with interested parents. Alternatively, we have a suggestion box near our sign in/out folders for you to voice your input.

Personal Effects

While we understand that children enjoy bringing personal items from home for use at the Service, particularly video games, hand held computer games, cars etc., these items are not allowed at the school nor are they allowed at the Centre except during Vacation Care when programmed with the children. If this rule is ignored and such items are brought to the Centre, Educator is to be made aware that your child/ren has such items in their possession.

The Service will ***not accept responsibility*** for damage or loss to any such item/s brought to the Centre by any child.

Payment of fees and outstanding fees

Currajong OSHC aims to provide affordable, quality service to families. You will find our Fee schedule printed on the back page of this package. Fees are based on the annual budget requirements necessary for the provision of high quality child care that reflects the Philosophy, Goals and Policies and Procedures of the Service. Parents are notified of any changes.

Accounts are issued weekly and payment is due **no later than the following Friday**. Payment is able to be made to the Coordinator by use of our Cash Drop Box or by using our direct debit facility. Receipts will be issued at the earliest convenient time within the week payment is made.

Fees outstanding for more than two weeks may incur termination of your child/ren's enrolment until the fees are cleared. Your child will then go on the waiting list with re-instatement being possible once a place becomes available.

If fees are not paid in full by the end of the term, a late payment fee of \$25.00 **will be added** to your fees. If fees are not paid in full by the end of the school year they will be forwarded for debt collection.

It is a condition of enrolment, once papers are signed, that you accept the conditions of the payment of fees and understand that if your account is in arrears that your details will be forwarded to a debt collection agency to recover monies outstanding for more than four weeks. We ask that you contact the Coordinator or Administration to discuss payment of any outstanding fees. If fees are sent on to a Debt collection agency your account will automatically incur a 33% administration fee. This is a condition of enrolment. Confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Receipt of Child Care Benefit will reduce fee costs. Please contact FAO (136 150) for your family's entitlement.

Childcare Subsidy (CCS)

Childcare Subsidy is a government payment made to families to assist with the costs of child care. Australian residents using child care provided by approved child care service may be eligible to receive Childcare Subsidy. CCS is based on an income and volunteering/study hours. Parents/guardians may apply for CCS through the Family Assistance Office. Parents/guardians are reminded of their responsibility to obtain relevant documentation pertaining to eligibility for CCS and forward to the Coordinator.

Our electronic system will apply eligible percentages to all families accounts. If you are eligible for JET you will be required to pay full fees until you have supplied a copy of your JET eligibility letter from the centrelink to the service. Once this is done JET entitlements can be applied to all fees.

Bookings

Currajong OSHC applies every possible effort to cater for the needs of all families regarding days required for care. To assist us in having a place available for you in terms of Educator and activities, it is advisable that you book your child/ren in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to be accommodating. Please be aware however, that due to restricted places there may be some days when we will have to refuse care for casual bookings.

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All bookings will be treated as hours booked equals hours paid, unless prior arrangements have been made and approved. Please fill out a change of booking sheet for any changes. Please note if on holidays a holiday fee will apply.

Attendance

Parents/guardians are asked to notify the Coordinator promptly if your child/ren will not be attending on a particular day. In some circumstances, at the coordinator/committee discretion fees may not be applicable.

Allowable or Approved Absences will be used for all other instances.

Holiday fees will be charged if your child is sick (with doctors certificate), or if you provide us with 7 days notice that you will be taking annual leave. Fee schedules are listed in this package.

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'. The 42 allowable absence days takes into account public holidays.

Health

Child, Youth & Family Health Service	1800 177 279
Townsville Hospital	4796 1111
Department of Health	3234 0111

Counselling and Support

▪ Kids Helpline	1800 551 800
▪ Lifeline	13 11 14
▪ Poisons Information Centre	13 11 26
▪ Women's Infolink	1800 177 577
▪ Domestic Violence Telephone Service (DV Connect)	1800 811 811
▪ Relationships Australia	1300 364 277
▪ Parent Info Line	1300 301 300
▪ Men's Line	1300 789 978
▪ Office for Early Childhood and Education	4726 3185

Currajong OSHC

140 Palmerston Street
Currajong Qld 4812
PO Box 1850
AITKENVALE Qld 4814

Contact Details:

Coordinator: Amanda Cowen

Tel: 0427128328

Email: currajongoshc@currajongss.eq.edu.au

HOURS

BEFORE SCHOOL CARE	6.30 am – 8.30 am
AFTER SCHOOL CARE	3.00 pm – 6.00 pm
PUPIL FREE DAYS	6.30 am – 6.00 pm
VACATION CARE	6.30 am – 6.00 pm
PUBLIC HOLIDAYS	Closed

2017 Fees and Charges (before Child Care Benefit fee reduction)

	Casual	Full-time/Permanent
Before School Care (includes breakfast)	\$22.00 per session	\$19.50 per session
After School Care (includes afternoon tea)	\$26.50 per session	\$23.00 per session
Vacation Care (includes no supply of food)	\$65.00 per session (1-4 days)	\$60.00 per session (5 days)
Vacation Care incursion		\$75.00 inclusive
Vacation Care excursion		\$85.00 inclusive

Casual fees will be charged to families who do not attend the Centre on regular days. All other families will be charged at the full-time/permanent rate.

Remove this sheet and stick to fridge for easy reference!