



Bulimba
OSHC

FAMILY HANDBOOK

INTRODUCTION

Welcome to Bulimba State School P&C Outside School Hours Care Service (OSHC). Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family.

Bulimba OSHC provides high quality Before & After School Care and Vacation Care Programs for school age children from Prep to Grade 6. We are also open on Pupil Free Days.

We are licensed by Australian Children's Education and Care Quality Authority (ACECQA) under the Education and Childcare Services National Law. We are committed to the processes and principles of quality improvement and we have implemented a Quality Improvement Plan in accordance with the National Quality Framework.

At each session, we offer plenty of choice with a selection of both structured and unstructured activities. But our secret to children looking forward to coming to OSHC is our professional, friendly, dedicated and caring educators. We understand that our educators are our most valuable asset and we are passionate about fostering their ongoing professional development.

SERVICE PHILOSOPHY

Bulimba State School Outside School Hours Care, in partnership with the P&C and the school, provides quality care for students enrolled in our service. The following philosophy was developed by the children, families, P&C representatives and OSHC team.

At Bulimba State School Outside School Hours Care we plan and implement programs that:

- are child initiated and based on meaningful documentation gathered of the interests and developmental needs of all children.
- encourage children to be an active member of the community in which they live in order to be active, global citizens.
- allow children to challenge themselves whilst offering a physically safe and emotionally nurturing environment.
- allow all children to express their opinions and have their views considered in decisions affecting them as stated in Article 12 of the United Nation's Convention on the Rights of the Child, that children have the "right to say what they think should happen when adults are making decisions that affect them and to have their opinions taken into account".
- promote physical, emotional, intellectual, creative growth and opportunities for socialization including child led play.
- cater for the varied interests of the students that promote their different developmental stages with a focus on fostering resilience, social and emotional wellbeing.
- offer varied and inclusive menus and recipes which cater to the dietary requirements for school aged children and offer children the opportunity to be involved in the preparation, cooking and serving of food to support the development of self-help skills.
- place a great emphasis on the "Great Outdoors", physical activity and caring for our environment.

We foster relationships that:

- are respectful of individuals and reflect school, family values and cultural backgrounds.
- promote open, transparent and honest communication between all members of our community which are positive in manner.
- support families in a non-judgemental manner, adapting our service to meet their ever-changing needs, based on their feedback.

We encourage our Educators to:

- be respected by all members of our school community.
- participate in regular professional development and training to enhance their qualifications.
- maintain a high level of care and supervision, building positive and rewarding relationships with children by taking the time to talk and interact with them on a deeper level.

We encourage our parents and guardians to:

- show respect to staff, other parents and children at the centre.
- follow the guidelines outlined in the parent handbook and communicate effectively and appropriately with the staff.
- work in partnership with staff to support the care of the children of the service.

We have also made a small amendment to the Parent Code of Conduct, to ensure continuity from school to OSHC and to better reflect the expectation of our parent body.

Your input is important to us, so please do not hesitate to let us know your thoughts on these policies or any other suggestions you may have. Our Policy and Procedure Manual is on display at the entrance of the service.

GENERAL INFORMATION

Contact Details:

Telephone: 3395 9622 (24-hour message bank)
Email: oshcgeneral@bulimbass.eq.edu.au
Website: <https://www.bulimbaoshc.org.au/>

P&C President: David Pich

Email: president@bulimbasspc.org.au

P&C Services Manager: Sally Roebuck

Email: sroeb8@eq.edu.au

Co-ordinators: Tarei Mataitini (Program Coordinator) Rachel Gill

Assistant Co-ordinator: Isla Greenwood

Financial Service Manager: Sacha Guse

Administration Coordinator: Allison Van Hilst

All educators hold a current suitability (Blue) card and have a current first aid certificate including CPR, Asthma and Anaphylaxis training and formal child protection training.

Should you have any concerns or complaints please don't hesitate to direct these to the Service Manager or Co-ordinators in the first instance or Finance Manager. The P&C President can also be contacted on president@bulimbasspc.org.au

Operations:

We offer Before School, After School and Vacation Care (including pupil free days). The Service is closed for 2 weeks over the Christmas/New Year period.

Important Telephone Lines

Family Assistance Office

Ph.: 136 150

Childcare Access Hotline

Ph.: 1800 670 305

Immunisation Register

Ph.: 1800 653 809

Australian Taxation Office:

Ph.: 13 28 61 (Rebates)

Office of Early Childhood Education
and Care Information Service

Ph.: 137 468

Fees are current as of Term 1 2022 but are subject to an annual increment.

	Open Hours	Standard fees	Casual fees*
Before school	6:30am - 9.00am	\$15.75	\$17.75
After School	2.45pm - 6.00pm	\$23.00	\$25.00
Vacation care	6.300am - 6.00pm	\$53.00 #	\$58.00 #

* Places subject to availability
Excursions and incursions at an additional cost and are set out in the program issued at least 4-6 weeks

before holiday period. *All cancellations are to be in writing (email or via the Xap Guardian app or portal. We do not offer an alternative service on Excursion Days for children to remain at the Service whilst other students attend the Excursion. There are additional fees in relation to failing to notify of absence fee set at \$10/child/occasion, subject to one exception/calendar year.*

HISTORY

We are proud that our Outside School Hours Care Service (OSHC), established in 1997, has continued to grow and improve thanks to the efforts of the P&C Association, school administration, many parents and our educators.

In 2009 the P&C undertook our first major construction project in building the OSHC Pavilion next to the Tennis Court funded by the OSHC together with government grants. This significantly increased our indoor play space and improved our facilities to allow the service to increase its license from 65 to 90 students in 2010.

In 2011 our operating space expanded to include the School Hall which enabled the service to then increase its license to cater for 150 students. In 2012, a further increase to 210 students was granted by Office of Early Childhood Education and Care. In 2014, the OSHC funded the expansion of the School Tuckshop 'Smart Bites' and the enclosure of the B Block undercroft to create an indoor cafeteria/ play space. The Service renovated the OSHC office and the A block undercroft to improve its functionality and the entrance of the school in 2015. We are also passionate and integral in the improvements to the outdoor play spaces of the school, including the levelling and returfing of the middle oval. In 2018 we refurbished the old D Block building and resourced it with a library and quiet area and a computer lab with 15 new laptops and 6 desktops computers and increased our licensed capacity to 255 children to future-proof the service.

MANAGEMENT STRUCTURE

Bulimba OSHC is operated by the Bulimba State School P&C Association, as a not for profit organisation run for the benefit of families and the community. There is a full time Services Manager who reports to the P&C Executive Committee. Further, the centre also employs two full time Coordinators who oversee the running of the program. We also have a Financial Services Manager and dedicated Administration Coordinator on site.

Should you have any issues you would like discussed, please feel free to email the Service Manager using the email above.

FACILITIES

The OSHC Pavilion is a prime feature in the school and provides a central hub from which the service operates. Our children have the use of the upper school playground, adjoining asphalt areas, D Block, tennis court and underneath the main building for games and messy activities, as well as the School Hall, ovals, Environmental Learning Area and the courts. We use the Tuckshop "Smart Bites" as our kitchen facilities and also use the Stephanie Alexander Kitchen for our cooking programmes and cafeteria area to prepare and serve breakfast and afternoon tea to the children under B Block. The bottom and middle oval are used for organised sport. During wet weather we also utilise other classrooms around the school. You will find the OSHC Office under the main building (*A Block*). A map of our licensed area is on display in the OSHC Office.

QUALITY ASSESSEMENT

Bulimba OSHC has achieved a quality rated of “Exceeding” the National Quality Framework from the Office of Early Childhood Education and Care.



This “Exceeding” rating was achieved in all 7 quality areas listed below and means that the service is considered in the top 3% of services for quality in Queensland, at the time of Assessment in 2017.

Exceeding	✓	✓	✓	✓	✓	✓	✓
Meeting							
Working Towards							
This service has no areas rating	Quality Area 1	Quality Area 2	Quality Area 3	Quality Area 4	Quality Area 5	Quality Area 6	Quality Area 7
Significant Improvement Required	Educational program & practice	Children's health & safety	Physical Environment	Staffing Arrangements	Relationships with children	Partnerships with families and communities	Leadership and service management

POLICIES AND PROCEDURES

Bulimba State School OSHC has an extensive Policy and Procedure manual which reflects the philosophy and goals of our service.

This manual is a large document, which will be made available to you on enrolment of your child/ren. For easy referencing, a copy is kept next on the Family Information table.

In this Family Handbook, we provide a snapshot of policies, which will affect you, your family and each child during their time with us. Details in this manual are correct at the time of printing but note these Policies and Procedures are subject to change. 2 weeks’ notice is always given to families of any changes to Policies and Procedures.

ENROLMENT PROCEDURE

Our service utilises Xap as our Child Care Software Provider. To obtain an enrolment registration link, please email oshcgeneral@bulimbass.eq.edu.au.

All information given on the registration forms remains strictly confidential.

It is the parents’/guardians’ responsibility to inform a Coordinator immediately of any changes in the details contained on their enrolment form. These changes should also be updated by families in their online accounts.

We encourage all school families to enroll, even if it is just for emergency purposes or that you get unexpectedly held up. Unfortunately, we can’t accept children into the program without an enrolment form first being completed.

Permanent Bookings – We require parents make permanent bookings for set days of the week during the term

where care is required to hold their place on that day at the service. Permanent bookings are to be placed through the Xap Guardian Portal or Guardian Smile app and can be altered any time as required. Permanent bookings can be cancelled with one (1) weeks' notice.

Casual Bookings – Parents can make a booking at any time based upon your needs. Casual bookings are placed either through Xap Guardian Portal or Guardian Smile app for the days required. Casual spaces are subject to availability. Casual bookings are charged at a higher rate than permanent bookings.

Shift Workers - For parents who require “blocks of care” due to changing work shifts or care requirements, these blocks of care will be regarded as a permanent booking if they consist of a minimum two (2) week block with care sessions being the same day and sessions throughout the booking. If “blocks of care” are for less than 2 weeks these bookings will be regarded as all casual bookings due to the administrative time involved in setting up and maintaining bookings in this way.

Immunisation - Parents/guardians will be requested to provide a copy of their child's immunisation history statement. If the parent/guardian does not provide the child's immunisation history statement within the reasonable timeframe allowed, the child's enrolment may be:

- Refused or cancelled; or
- Accepted, with attendance refused until proof of up-to-date immunisation status is provided; or
- Accepted, with specific conditions in place such as restricting care during an outbreak of infectious disease at the service.

Families of vulnerable children whose enrolments have been accepted (with or without conditions) will not be eligible for Child Care subsidies.

Please note: Enrolment and/or attendance for a child cannot be refused based on their immunisation status if they have a medical contraindication to some or all scheduled vaccines. Whilst not technically vaccinated, these children are still classified as having an 'up-to-date' immunisation status and this should be indicated on their immunisation history statement. Children of families who have recorded a conscientious objection to vaccination through the 'Australian Childhood Immunisation Register' will have their immunisation status registered as 'not up-to-date'. Acceptance or refusal of enrolment will be as per the procedures of this policy relating to unimmunised children.

Cancellation – Bookings may be cancelled with one (1) full weeks' notice before the start of the session with no fee being charged. Cancellation must be notified in writing by email or via the Xap Guardian Portal or Guardian Smile app.

Public Holiday - No charges for public holidays when the service is closed.

Vacation Care – Vacation Care bookings are placed separately. The detailed Vacation Care program is issued to the school community at least 4 -6 weeks prior to the holiday period. A Vacation Care enrolment close date is specified on the program which is 1 week out from the holiday period. Bookings secured prior to the close date will be given the Vacation Care Early Bird discounted rate. Bookings made after this period will be accepted if places are available based on staffing levels and will attract the Standard Vacation Care Rate.

The Service will follow the priority of Access guidelines set down by the Commonwealth Department of Family and Community.

WHAT IS PROVIDED?

- ✓ A safe, secure and inclusive environment where children can relax and do activities they want to do.
- ✓ A program that promotes the value of play and a wide variety of activities to meet the developmental and emotional needs of all children.
- ✓ Stimulating activities that help children enhance their life skills and encourage children to be responsible and show respect to others and their property.
- ✓ A healthy breakfast and a filling and nutritious afternoon tea. Food choices we provide are healthy, fresh and where ever possible, sourced from local producers.
- ✓ Flexibility for parents with a simple booking process and parent friendly payment terms.
- ✓ Warm & supportive educators who genuinely care.
- ✓ Ongoing professional development and service reviews to support staff.
- ✓ Focus on children's high self-esteem and promote the use of reflective thinking.

Activities

After a more structured school day it is important for children to have a chance to relax and be able to choose from a variety of activities which appeal to them. Along with the planned and structured activities on offer, children are always free to simply make use of our comprehensive range of free-play equipment. We provide play spaces including areas such as:

- ✓ iPads for making movies, karaoke and lots of other fun and educational activities
- ✓ Home Corner e.g. toy kitchen, dolls etc.
- ✓ Big team work toys e.g. build a Go-kart
- ✓ Construction area
- ✓ Dress up area
- ✓ Board games
- ✓ Art & Craft area
- ✓ Reading Corner
- ✓

A weekly program will be placed on display at the service.

Our structured activities originate from children & educators' feedback. These include drama, art/craft, cooking, science, sports and construction.

A detailed vacation care program will be issued at least 4-6 weeks prior to the vacation care period and will detail special and fun themed days, incursions and excursions.

Children may be involved in supervised cooking experiences whilst attending OSHC which are age appropriate and may include the use of cooking equipment including stove tops, ovens, toasters, kettles, electric frying pans. Risk assessments will be carried out to ensure age appropriateness and that all safety measures are in place.

Sporting and other Extra-curricular activities

We have a strong focus at our service on encouraging students to increase their physical activity levels by participating in fun and structured activities after school, which will develop essential motor skills.

Children can also access other external activities conducted on school grounds and organised by external parties. They may transition to and from the service to these activities e.g. environmental club, swimming lessons, chess club, martial arts, tennis etc., if parents have signed a specific OSHC permission form to authorise this. Please ask the Service for a copy of this additional permission form as required.

Food

A healthy and nutritious breakfast and afternoon tea will be provided during school terms and a full-service menu is provided each school holidays. Our menus offer a wide variety of fresh foods and are based on seasonal produce.

Water is available to children at all times.

Please remember to inform the service if your child has any special dietary requirement or food allergies. We will require you to complete a Medical Management Plan.

MONDAY	<p>BREAKFAST Selection of Toast's and Cereal's</p> <p><i>Special: Scrambled Eggs on Toast</i> (GF and DF Options Available)</p>	<p>AFTERNOON TEA Creamy Basil Pesto Pasta and a Spring Fruit & Veg Platter</p> <p>(EF and DF) (Vegetarian and GF Options Available)</p>
TUESDAY	<p>BREAKFAST Selection of Toast's and Cereal's</p> <p><i>Special: Pancakes and Maple Syrup</i> (GF and DF Options Available)</p>	<p>AFTERNOON TEA Beef Nachos and Corn Chips with a Tomato and Cucumber Salsa and a Spring Fruit & Veg Platter</p> <p>(DF, EF, GF) (Vegetarian Options Available)</p>
WEDNESDAY	<p>BREAKFAST Selection of Toast's and Cereal's</p> <p><i>Special: Egg, Tomato, and Avocado McMuffins</i> (GF and DF Options Available)</p>	<p>AFTERNOON TEA Chicken Caesar Salad Raw Zucchini & Carrot Spaghetti Rainbow Fruit Trifle</p> <p>(Vegetarian), (DF), (EF), (GF and Vegetarian Options Available)</p>
THURSDAY	<p>BREAKFAST Selection of Toast's and Cereal's</p> <p><i>Special: Yoghurt and Muesli Bowl</i> (GF and DF Options Available)</p>	<p>AFTERNOON TEA Creamy Pumpkin Spaghetti with Fresh Organic Garlic Chicken and a Winter Fruit & Veg Platter</p> <p>(EF), (DF), (GF), (Vegetarian Options Available)</p>
FRIDAY	<p>BREAKFAST Selection of Toast's and Cereal's</p> <p>(GF and DF Options Available)</p>	<p>AFTERNOON TEA Rainbow Wraps and a Spring Fruit & Veg Platter</p> <p>(EF), (GF, DF and Vegetarian Options Available)</p>

This week our fruit & vegetable platters include carrots, cucumber, apples, oranges, watermelon, passionfruit, grapes and strawberries.

NOTE: This service has children who have been diagnosed as at risk of anaphylaxis which can be life threatening.

Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, and shell fish.

We strongly discourage children from trading or sharing food, utensils or food containers. To minimise these risks to the health of children attending our service, we ask that you refrain from sending nut and egg products in your child's lunch box.

Menus are reviewed by Nutrition Australia and comply with Smart Choices Dietary Guidelines.

LATE PICK UP

The closing time of the service is 6.00p.m. A late fee is applied if children are collected later than 6.00p.m. to cover the costs associated in paying the two remaining educators for the time they are required to wait with children. Late collection fees are \$15 for the first 15 minutes and \$15 per 15 minutes thereafter, per family. If you have more than 3 late pick-ups, the service reserves the right to cancel your enrolment.

OUR TEAM

Our professionally trained educators are the cornerstone to our high-quality services. All educators' qualifications and educator/child ratios (1:15) are in accordance with, or better than the guidelines set in the Education and Care National Regulations 2011, with additional staffing for children with additional needs. Excursions and swimming activities undergo a detailed risk assessment prior to the activity and ratios are set accordingly. Staff undergo regular ongoing training and professional development and are trained in the Services Child Protection Policy and Reporting of Child Abuse Policy.

All staff hold a successful Working with Children/Blue Card Check.

Photos of our educators are displayed at the service and these educators can also be clearly identified by their uniforms and hats. Educators wear a red shirt and name badge identifying them as OSHC staff.

At least one educator with the required first aid, asthma/anaphylaxis qualifications is rostered onto every shift and is immediately available in an emergency, however, most of our educators also hold current First Aid, Asthma and Anaphylaxis Management and CPR qualifications as the service undertakes the cost of these qualifications for our team.

PROCEDURES FOR DROPPING OFF AND COLLECTING CHILDREN

It is very important that the following procedures are followed at all times for the safety of children.

- All children are signed in and out only by an authorised person listed on the enrolment form. Each authorised person must use their own unique mobile number and password to sign children in and out on the iPads.
- An educator must be notified each time you either drop the child/ren off or pick them up.
- Prior arrangement must be made with the Coordinator in writing for any person other than those stated on the enrolment form to collect children from the service. In emergencies, emailed letters of authorisation can be sent to the service. Please advise persons collecting children that they will be required to provide photographic proof of identity e.g. Driver's License.
- If you require your child to **attend extracurricular activities run by other organisations within school grounds**, additional activities permission forms must be completed. An educator is rostered on to escort children safely to and from their activities.
- If children do not arrive within 10 minutes of expected arrival, the school and parent/guardian will be contacted on the numbers provided and emergency contacts if required.

Before School Care

All children are signed into the service by a parent or guardian using the Xap Kiosk Program on the iPads.

The Coordinator will release the children in the service to the care of the school at 8:25am for Grades 4-6, 8:35am for Grades 1-3 and Prep children are taken to class at 8:45am.

After School Care

An educator will, upon arrival of the children, mark and sign the roll. All Prep children are collected from their classroom by an educator at 2.45pm and brought to the service. The parent/guardian who picks up the child/ren from the service needs to physically sign them out using the Xap Kiosk Program on the iPads.

Vacation Care

Parents/guardians are required to sign the child/ren in and out of the service using the Xap Kiosk Program on the iPads.

INCURSIONS AND EXCURSIONS

SUN SAFE POLICY

As you will be aware, Queensland has the highest incidence of skin cancer.

We would appreciate it if sunscreen could be applied to children before they arrive at the service and staff will reapply sunscreen throughout the day during vacation care sessions as required.

Brimmed hats and appropriate sun safe clothing and footwear must be worn outside at all times by both staff & children.

SMOKING POLICY

Bulimba Outside School Hours Care is a smoke free environment.



Incursion and excursions are a valuable part of our Vacation Care Program with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. All incursions and excursions will be advertised in advance telling parents when it is, where it will be, what activities and the transport & fees for the excursion. Parents will be requested to complete an additional permission form for each excursion. The cost of the incursions and excursions will be in addition to the daily care charge and will be advised in advance in the Vacation Care Program.

On excursions, all children are required to wear enclosed footwear, a broad brimmed hat (no caps) and a red T-shirt (fire engine red, plain with no logos or other colours). Should students arrive at the OSHC service on the day of the excursion without these items, families will be required to either collect their children or supply these items before the bus departure time. Please note that plain red t-shirts can be purchased from Kmart, Big W or similar retailers at minimal cost. This is vitally important for child safety purposes.

Special Note: Please remember your Red Shirt!

INCLUSION POLICY

Bulimba OSHC supports and encourages children with additional needs into the service. We have a dedicated Coordinator and Lead Educator to ensure the needs of all children are met and that all children are positively included in all activities and experiences at our service. All efforts will be made to ensure that we can accommodate a child's additional needs. Providing a physical environment that meets the child's needs is paramount to our ability to enroll the child. Government assistance may be available to certain families, to give their child the opportunity to be enrolled in our service.

ACCIDENTS AND INJURY

The safety and welfare of each child is of paramount importance to us.

Parents will be advised if any accident/injury has occurred. Minor incidents will be notified to the parent upon collection after first aid has been administered by a qualified educator with a First Aid Certificate. An Incident Report will be completed and the parent/guardian will be asked to sign. If the injury is of concern, the parent will be contacted immediately; if the parent/s is not contactable then the emergency contact numbers will be rung. Bulimba OSHC reserves the right to also contact an ambulance if we believe the child's safety is at risk at any time.

In the event of your child receiving injuries requiring urgent medical treatment, the parent/guardian will be liable to pay all medical costs incurred on behalf of your child/ren. This includes dental costs.

MEDICATION

All medication for your child/ren must be logged with the Person in charge at the service and it is necessary for you to complete a Medication Authorisation Form providing OSHC staff with details of the dosage/times and additional information as requested. Please ask your Coordinator.

Medication can only be given to children if:

- a prescribed oral medication;
- accompanied by a letter from a medical practitioner stating the time it is to be administered;
- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.
- This includes non-prescription medication such as PANADOL and COUGH MIXTURES; and
- Accompanied by a letter of authority from the parent/guardian stating the drug, dosage, dates and times to be administered.
- Parents will be asked to fill out the service's medication form.

Children diagnosed with asthma, anaphylaxis and any other medicated conditions including diabetes, allergies and epilepsy - It is essential that families disclose full details on enrolment, including triggers and you have input into the development of a Personal Medical Action Plan outlining how to prevent a reaction and what to do in an emergency. This Action Plan must be certified by a medical practitioner.

For children diagnosed with Anaphylaxis, we request a spare EpiPen for each child (clearly labelled) be supplied by the family, and kept at the Service and stored where it is easily accessible to staff. Similarly, Asthma sprays and spacers or other medication must also be supplied by families and kept at the service for easy access.

Families will be requested to replace medication promptly at their own expense before it expires.

This policy is for the safety and well-being of children.

SICK CHILDREN

If your child becomes ill at the service, educators will make them as comfortable as possible until they are picked up. If an educator considers they are serious enough to be sent home, we will call the parent/guardian to collect.

A child suspected of having an infectious illness shall not be accepted at the service and a doctor's certificate will be required or the required time of isolation to have elapsed before they are readmitted. A list of contagious diseases and their exclusion period is available from the Coordinator.

CHILD CARE SUBSIDY

No need to pay full fees – apply for CCS and this can be deducted directly from your bill. Families registered for CCS will receive some deductions from the government based on family income, working status etc. These benefits help make our program great value for working families. Contact the Family Assistance Office (FAO) on 13 61 50 for details on how to register. Deductions will be sent directly to the service and families will pay the difference in the total fees.

PAYMENT OF FEES

❖ DIRECT DEBIT

There are 2 methods of payment

1. Direct debit from a bank, building society or credit union account
2. Direct debit from Visa or MasterCard

If you choose to pay by direct debit via option 1 – no additional fees will be applied.

If you choose to pay by Option 2 using a Master or Visa card, fees of \$1.00 per transaction and 1.80% of the payment amount will be added to your bill by Quickpay. For this reason, we encourage you to pay via your bank account if possible.

Failed Payment Fee – If your account does not have sufficient funds in it at the date of processing and the request is returned by the bank, a dishonour fee of \$8.80 will be added to your account

FEES

This Service aims to provide a quality service to families at an affordable price. The P&C Executive, along with OSHC Management, will set fees based on the annual budget (see Policy 10.3) required for the provision of quality childcare in keeping with the Service's Philosophy Statement, goals, policies and procedures.

See the General Information Sheet at the front of this handbook for the current fee structure.

Weekly fee payment

Fees will be due and payable by direct debit from your bank account or credit card in the week following the booking. To keep administration and debt collection costs at a minimum and thus fees low, the Service requires families to enter into a standard direct debit agreement with Quickpay.

The amount charged is the "gap" amount –which is left after Childcare Subsidies and or Childcare Tax Rebate has been taken into account.

Statements of account

An invoice for each family will be emailed to families at the start of the week and can be viewed on your Xap online account or app.

Receipt of payment

This will be displayed on the weekly statement in Xap.

ABSENCES

Parents/Guardians should contact the service to advise of their child's inability to attend as soon as this is known for safety reasons. This is important as it avoids wasted time and resources further investigating the whereabouts of children registered to be in attendance, which can be easily avoided. Absences must be made using the Xap Guardian portal or app. There are additional fees in relation to failing to notify of absence set at \$10/child/occasion, subject to one exception/calendar year. Fees are payable for all absences on bookings unless **one full weeks' notice or more** is given before the child is due to attend the service.

Overdue fees

• **Payment Plans** – A fair and reasonable payment plan can be agreed with the Fee Administrator. A payment plan consists of a written agreement specifying a weekly maximum amount to be processed to the parent's bank account or credit card. The weekly agreed amount must cover ongoing fees plus an amount which will assist the parent to repay the overdue amount within a reasonable time frame. The plan must remain in place until the account is paid up to-date.

Transportation fees for school events held outside school grounds

When school events, such as Sports Day, are conducted outside school grounds (i.e. community sporting fields) it may be necessary for the Service to engage buses to transport students to and from the offsite venue and the Outside School Hours Care. If students use this transport facility, a fee will be charged to the families account to cover these costs.

Vacation Care and Pupil Free Days

- Bookings for Vacation Care will not be accepted if other fees on account are outstanding for more than 7 days.
- The cost of Vacation Care excursions and incursions will be in addition to the set daily care charge to ensure that all excursions and incursion remain cost neutral to the service. Additional incursion and excursion costs will be advised on the Vacation Care Program.
- Refunds for the Vacation Care program will be given to parents who cancel more one week before the date of the booking.

WORKING WITH FAMILIES

Issues and concerns

If at any time you are unhappy with the program or would like to discuss a matter, please don't hesitate to contact the Coordinators or Services Manager of Bulimba OSHC. If this is not satisfactory, our P&C President will handle complaints and their details are available at the service and at the front of this Handbook. The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families.

Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign in desk, at parent information sessions or via email to oshcgeneral@bulimbass.eq.edu.au

CHILD PROTECTION

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the OSHC's moral and legal duties to care for children associated with the OSHC whilst 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. Annual Child Protection Training is also provided for all staff members to ensure current and up to date information and knowledge is known and followed.

Photography

Throughout the year we will be taking photographs of the children doing various activities and on special occasions. These photos may be used within the service on walls etc. as part of our programming process. The children take great pride in having their day to day lives documented this way.

Please notify staff if you do not wish your child's photograph to be taken or placed on display.

Custody issues

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

Whilst every care will be taken to prevent a child being taken by an 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.

Children leaving without permission

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

Parent Code of Conduct

The Service strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are detailed below:

- No swearing and calm and considerate tones must be used at all times by parents
- Parents shall be expected to communicate appropriately with all educators
- Parents shall not be permitted to approach and / or discipline verbally or in writing the children/parents/guardians of other families in regards to an incident or interaction at the service.
- Should a parent have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures.

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

Damage to equipment or facilities

As part of everyday experiences involving children, we recognise that fair wear and tear will occur to equipment and facilities. However, if wilful damage is done to equipment and facilities that cannot be attributed to fair wear and tear but rather to an intentional act on the part of a child, it will become an expense to the parent in accordance with the enrolment form signed by the parent.

Positive Behaviour Support and Management

Educators are trained to respond to various developmental stages of the differing ages of the children who attend the Service, and will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the Service and the school.

Behaviour Guidelines and expectations will be developed with consideration to school expectations and behaviour management programs, and in consultation with all staff. Educators involve the children as far as reasonably possible in developing behaviour expectations for the Service.

These behaviour expectations will be clear, child focused, based on acceptable wider community expectations, easy to understand and will be on display throughout the Service.

Educators are required to discuss the behaviour expectations with the children on a regular basis, reinforcing why they are necessary.

Serious or ongoing cases of inappropriate behaviour must be reported as soon as possible, and the appropriate reporting processes completed.

Behaviour support plans will be implemented if deemed necessary by the Coordinator, in conjunction with the Service Manager. Support plans will be developed collaboratively with the Coordinator, parent/guardian, child and other health/educational professionals as required.

A parent is responsible for their child's behaviour and actions while the parent is on the premises.

Exclusion for Behavioural reasons

The Service has a Duty of Care to all children who attend and educators who work within, the Service. if:

- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person in the Service; and
- the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures, then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from the Service temporarily or, in some cases permanently from the service.

Behaviour instances are addressed as follows

- First, second and third instance that a child breaches the Service's behaviour expectations, the educator who was present will write an incident report detailing the incident. The educator must sign the report and request the parent/guardian and child to do so also.
- **Third incident** - In addition to the above steps, after a third incident has been recorded a letter will be sent to the parent/guardian from Management, stating that the child cannot return to the Service for one week.
- At the end of that week, a meeting will be held between the Co-ordinator, parent and child to discuss possible strategies for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from the Service.
- The School will be notified of any children excluded due to inappropriate behaviour.

Physical danger to child or others

If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself or herself, the parent/guardian of that child will be contacted immediately and asked to collect the child.

The child may be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Service Manager and OSHC Management.

Vacation care

During vacation care children are expected to behave in a manner that allows all children and staff to have a safe and enjoyable experience. During vacation care one of the highlights for children is the opportunity to go on excursions. Excursions and activity days have added risks and OSHC Management will not place any child or staff member in a position of additional risk. Children who do not show the ability to follow staff direction and who have a displayed record of failure to comply with centre rules will be excluded from the services excursions and activity days.

Exclusion from school

If the Coordinator becomes aware of any child, who usually attends the service, being excluded from the school, they will contact the school to confirm exclusion. Children excluded from school are unable to attend the OSHC program for the duration of the suspension or expulsion.

Safety Policy

We have strict policies on Child Protection, Custody Orders, Bullying and Positive Guidance and Behaviour Management. These are always available at the OSHC for a Parent/Guardian to view so ask your Coordinator.

YOUR FEEDBACK IS IMPORTANT TO US

Bulimba OSHC encourages feedback from parents/guardians and children received through

- Evaluation surveys emailed to parents annually
- Evaluation surveys available to children and vacation care feedback forms
- Parent feedback directly to the Coordinators and Service Manager.

We encourage parents to ask the Coordinator for information about their child's enrolment and the service philosophy about learning and child development.

We warmly welcome parent involvement if they have special skills or cultural insights or would like to contribute ideas to the program and/or menu at any time.

PRIVACY AND CONFIDENTIALITY

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the Information Handling (Privacy and Confidentiality) Policy.

Bulimba OSHC uses an online enrolment platform to collect personal information for the purposes of enrolment and it may be shared with government agencies and administrators for operational purposes only. If you would like to amend your information, you can do so through the Xap Guardian Portal or app. You may also access your child's personal records at any time if you are the authorised guardian who has enrolled the child.

Please note that it is a condition of enrolment to the service that we, at times, will need to liaise with the school on your child's progress.