



# FAMILY HANDBOOK

# 2024

## Welcome to Bulimba Outside School Hours Care (OSHC)

Our team of professional educators provide high-quality before school, after school, pupil free day and vacation education and care for children in Prep to Grade 6.

We are licensed by the Australian Children’s Education and Care Quality Authority (ACECQA), under the Education and Childcare Services National Law.

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## Critical Information

### Fees

	Standard Fee	Casual Fee*
<b>BSC</b>	\$23.00	\$26.50
<b>ASC</b>	\$29.00	\$32.50
<b>VAC</b>	\$75.00#	

\*Places subject to availability

#Excursions & incursions at an additional cost and are advertised in the program before each holiday period.

### Hours of Operation

Before School Care (BSC)	6.30am-9.00m
After School Care (ASC)	3.00pm-6.00pm
Vacation Care (VAC)	6.30am-6.00pm

### Procedures

#### Signing In & Out

BSC – Children are to be signed in by a guardian or authorised person using the Xap kiosk program either in the OSHC office or at gate roll prior between 7.00am-7.30am.

ASC - Children are to be signed out by a guardian or authorised person using the Xap kiosk program in the OSHC office

VAC – Children are to be signed in & out from the OSHC office by a guardian or authorised person using the Xap kiosk program











#### Absences and Cancellations

All absences must be marked by guardians via Xap before the start of the session. Fees are still payable for absences.

A non notification fee will be applied to any absence that is not notified via Xap prior to the start of the session.

Bookings may be removed without charge with 7 days' notice by marking the booking as cancelled via the Xap app or web portal.

### Contact US

 Centre Phone 3395 9633	 Email oshcgeneral@bulimbass.eq.edu.au
 P&C Services Manager sroeb8@eq.edu.au	 P&C President president@bulimbasspc.org.au
 Mobile (used during excursions) 0468 715 407	 Website www.bulimbaoshc.org.au
<p>To see what we get up to...   Follow our socials @BulimbaOSHC</p> <p><i>Follow us on</i>   @bulimbaoshc</p>	

## What we provide

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. Focus on children's high self-esteem and promote the use of reflective thinking.

Warm & supportive educators who genuinely care.

## Food Services

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 may require you to complete a Medical Management Plan.

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 shellfish.

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.

## Quality Assessment

Bulimba OSHC achieved a quality rating of "Exceeding" the National Quality Framework from the Office of Early Childhood Education and Care. This "Exceeding" rating means that the service is considered in the top 3% of services for quality in Queensland.



## Our Philosophy

Bulimba State School OSHC acknowledges the Jagera and Turrbal people, the Traditional Owners of the land on which we have the privilege to play, learn and work on. Especially, we as a service, acknowledge and pay respect to their culture, their traditions and their elders and endeavour to embed their perspectives in all that we do. We do this as part of our ongoing commitment towards reconciliation.

At Bulimba State School Outside School Hours Care we:

Plan and implement programs that:

- embed First Nations perspectives and pay respect to their unique contributions and history by offering meaningful experiences that allow children to learn and share this knowledge.
- offer children an opportunity to care for and learn about the environment and focus on sustainable practices and initiatives to build capacity of children as active participants in caring for the resources, land and environment.

- are child initiated and based on meaningful documentation gathered from the interests and developmental needs of all children while promoting holistic development.
- encourage children to be an active member of the community in which they live to be active, global citizens.
- 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.

Nurture relationships that:

- are respectful and inclusive of individuals and reflect school and family values and cultural backgrounds.
- promote open, transparent and honest communication between all members of our community which are positive and consistent in manner.
- support families in a non-judgemental manner, adapting our service to meet their ever-changing needs, based on their feedback.
- Are holistic in nature through ongoing, open communication with members of the school community that ensure children and families are supported.

Empower our Educators to:

- become respected members of our school community through collaborative endeavours with school staff.
- participate in regular professional development and training to enhance their qualifications that is individually targeted on their differing strengths and weaknesses.
- positively impact the service culture through meaningful contributions that improve the wellness of the team and OSHC community.
- 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.

## Our Team

At each session, we offer plenty of choice with a selection of 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.

All educators' qualifications and educator/child ratios are in accordance with, or better than the guidelines set in the Education and Care National Regulations 2011, with extra 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 educators hold a current suitability (Blue) card and have a current first aid qualifications including CPR, Asthma and Anaphylaxis training and formal child protection training. At least one educator with the required first aid, asthma/anaphylaxis qualifications is rostered onto every shift and is immediately available in an emergency.

Photos of our educators are displayed at the service and these educators can also be clearly identified by their uniforms and hats.

## Enrolment Procedure

Our service utilises Xap as our Child Care Software Provider. 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.

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Permanent Bookings – We require parents/guardians to 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. Permanent bookings can be cancelled with one (1) weeks' notice.

If you have a fortnightly or shared care arrangement, please email the centre to arrange an alternating booking schedule.

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

## Custody Arrangements

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.

## 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.

## Vacation Care & Pupil Free Days

A detailed Vacation Care program is issued to the school community at least 4 -6 weeks prior to each holiday period. Vacation Care is optional, and bookings are made separately to OSHC. A booking close date is specified on the program, which is 2 weeks prior to the holiday period.

Bookings secured during the Early Bird Rate time period will receive a discounted rate. Bookings made after this period will be accepted if places are available and will attract the Standard Vacation Care Rate. Bookings received

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after the beginning of the vacation care period will incur a late fee of \$5 per booking. Bookings for vacation care will not be accepted if other fees on account are outstanding for more than 7 days.

The cost of excursions and incursions are 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 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.

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

## Public Holidays

No charges are applied on public holidays and bookings are automatically removed by the centre.

## Fees & Accounts

Fees are payable weekly via direct debit from your nominated bank account or credit card. The centre billing cycle is one week in arrears to the actual bookings.

An invoice is emailed to families at the start of the week and can be viewed on your Xap online account or app. Receipts are emailed to the main account holder and can also be viewed on Xap.

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 have been taken into account.

## Overdue Fees

Payment Plans – A fair and reasonable payment plan can be agreed with the Finance Officer.

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.

## Late Pick Up

The closing time of the service is 6.00pm. A late fee is applied if children are collected later than 6.00pm 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.

## Sport & 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., chess club, martial arts, tennis etc., if parents have signed a specific OSHC permission form to authorise this. A link to the form can be found on the parent portal page of our website.

## 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. Deductions will be sent directly to the service and families will pay the difference in the total fees.

### Steps To take to Receive Child Care Subsidy (CCS):

1. Enter your CRN and date of birth as well as your child's CRN and date of birth into Xap.
2. After your child has had their first attendance, log in to your Xap account and sign your Complying Written Agreement (CWA).
3. Confirm your OSHC enrolment through your MyGov account.
4. Check your next statement to see CCS being applied.

### Important information about CCS:

- Centrelink determines your entitlement percentage based on your household's income.
- CCS will pay for a maximum of 42 absences per financial year. Once this number has been exceeded, no CCS will be paid for absences unless a Medical Certificate is provided to OSHC.
- Instances of shared care arrangements: Absences are PER CHILD not per account. If your child exceeds the maximum number of allowed absences from OSHC, neither parent will receive CCS for absences.
- Your CCS entitlements will automatically cease if your child does not attend OSHC for 26 consecutive weeks.
- If your child is absent on their final day of OSHC, you will not receive CCS for that week.
- You will receive a letter from Centrelink stating that your child's enrolment has ceased at OSHC once they have not attended for the abovementioned period of time.
- If you wish to reinstate your CCS after the 26-week gap, you will be required to sign a new CWA via Xap and reconfirm your enrolment via MyGov. This cannot occur until after your child's next attendance.

## Drop Off & Pick Up Procedure

**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 PIN 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

- Children are signed into the service by a parent or guardian using the Xap Kiosk Program on the iPads.
- Children are released to the care of the school at 8:25 am (Grades 4-6), 8:35 (Grades 1-3)
- Preps escorted to class by educators at 8:45 am. Educators support preps in placing their bags, taking out their 'brain food' and necessary supplies, and settling into the classroom.

#### After School Care

- On arrival the children are signed in by an educator and the roll is marked
- Prep children are collected from their classroom by educators at 2.45 pm
- The parent/guardian who picks up the child/ren from the service must 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.

## Homework At OSHC

We provide adequate time, quiet space and supervision to enable children to do their homework if they wish. Whilst we support the children in homework, we do not take responsibility for signing off on work and this responsibility remains with the parent. Children who have not finished their homework will have to complete it at home. Educators can assist but are not expected to personally tutor each child.

## Policies & 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 QR code link to the document is located 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 that these Policies and Procedures are subject to change.

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2 weeks' notice is always given to families of any changes to Policies and Procedures.

## Safety Policy

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

## Inclusion Policy

Bulimba OSHC supports and encourages children with additional needs into the service.

We have a dedicated Coordinator and Inclusion Support Team 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 enrol the child.

Government assistance may be available to certain families, to give their children the opportunity to be enrolled in our service.

If your child has additional needs and/or a diagnosed disability, including ASD, ADHD/ADD, ODD, Speech Delays, etc., please notify us upon enrolment so that we can provide you with more information on accessing Inclusion Support.

## Accidents & Injuries

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.

## 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 social media, 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.

## 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;

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- 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 to be 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.

## Positive Behaviour Support

Educators are trained to respond to various developmental stages of the differing ages of the children who attend the Service and apply appropriate behaviour support and guidance techniques.

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

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;

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- 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.

### **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.

### **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.

## Privacy & 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.

## Parent Feedback

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 and 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.

## Working With Families

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 wellbeing of your child is our top priority and we are continually striving to improve the quality of care we provide families.