

**FAITH LUTHERAN COLLEGE,  
REDLANDS**



**OUTSIDE SCHOOL HOURS CARE  
PARENT HANDBOOK**

**2016**

**JUNIOR SCHOOL CAMPUS**

132 Link Road, Victoria Point 4165

3820 5236

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**HOURS OF OPERATION**

Before School Care: 6:30am – 9:00am

After School Care: 2:30pm – 6:00pm

Vacation Care/Pupil Free Days 7:00am – 6:00pm

Closed all Public Holidays, Closed Christmas/New Year

May be used on a full time or casual basis

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## WELCOME

We are delighted that you have chosen our Outside School Hours Care Service (OSHC). We hope that you will be very happy during your time here with us.

At Faith OSHC, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service, and for you to have an understanding of our policies. It contains useful information about OSHC, the way it is managed, and what to expect during your time here.

Please keep this booklet in a safe place so that you can use it as a reference of general information and policies. Some policies are only summarised in this booklet, the full details of policies are available at OSHC upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with Queensland Lutheran Early Childhood Services (QLECS), educators, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

### **Philosophy & Mission Statement**

Our OSHC is committed to providing quality learning opportunities while nurturing the development of all students in a Christ-Centred community.

#### ***To support this Mission OSHC aims –***

1. to provide for each child with a wide range of experiences and activities that will stimulate interest in and a desire for learning;
2. to provide an atmosphere where each child is encouraged to recognise and develop their individual talents as fully as possible;
3. to provide a setting where children can explore the development of Christian values, attitudes and relationships;
4. to give each child quality learning opportunities in a play-based environment as a foundation for continued formal learning;
5. to stimulate interest in, and to provide opportunities for, growth in creative and cultural pursuits;
6. recognise that each child is a strong and competent person, capable of contributing to the construction of the learning in which they will be engaged;
7. to create an atmosphere in which learning is valued, excellence is encouraged and honest effort is recognised and praised regardless of capabilities.

## DATES

2016

<b>TERM 1</b>	<b>Term Time</b> : Tuesday, 27 January – Thursday, 24 March <b>Vacation Care</b> : Monday, 25 March – Monday 11 April
<b>TERM 2</b>	<b>Term Time</b> : Tuesday, 12 April – Thursday, 24 June <b>Pupil Free Day</b> : Monday, 11 April <b>Vacation Care</b> : Friday, 25 June – Monday, 11 July
<b>TERM 3</b>	<b>Term Time</b> : Tuesday, 12 July – Friday, 16 September <b>Pupil Free Day</b> : Monday, 11 July <b>Vacation Care</b> : Monday, 17 September – Friday, 2 October
<b>TERM 4</b>	<b>Term Time</b> : Tuesday, 4 October – Thursday, 1 December <b>Pupil Free Day</b> : Monday, 17 October <b>Pupil Free Day</b> : Friday, 2 December <b>Vacation Care</b> : Monday, 5 December – Friday, 23 December

### CHILDREN'S LEARNING

My Time Our Place – Framework for School Age Care in Australia is based on the Early Years Learning Framework (EYLF). The guideline supports the vision that all children experience learning that is engaging and builds success for life.

The program provided at OSHC contributes to the following outcomes for children:

- “children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators” (reg 73)

\*Children’s learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated.

“Educators will document the children’s experiences and participation in the program provided” (reg74). “The program for the service is on display in the parent information area, past programs are available upon request” (reg 75). “Parents can request information on the content and operation of the program as it relates to their child as well as information about their child’s participation in the program” (reg 76).

### IMAGE OF THE CHILD

We believe that God created each child with strengths and abilities that we can celebrate with them. The program we offer comes from ideas and interests of both children and educators and the community. We encourage children to learn from one another, and to work collaboratively in small and large groups. Our environment stimulates thinking and offers children the opportunity to actively explore, experiment and create.

### DAILY REQUIREMENTS

***Please clearly name all of your child’s belongings that come to OSHC.***

- **Hat** – Legionnaire/broad brimmed hats that protect the face, neck, ears and crown of the head.
- **Shoes** – Enclosed shoes compulsory on excursions
- **During vacation care** – Lunch unless indicated as part of the planned activities for the day.

***We encourage toys to stay at home as they can become easily lost or broken.  
The centre accepts no responsibility for toys or equipment brought from home.***

### DAILY PROCEDURES

#### Arrivals and Departures

Upon arrival and departure at OSHC, the custodial parent or authorised nominee is required to sign the sign-in/out sheet with signature and full name. “Children can only leave OSHC after a parent or person nominated on the enrolment form has signed them out” (reg 99). If you are going to be on a different contact number during the day, please advise educators.

Please be punctual and keep to the session times indicated on the front cover of this information book as this helps the program to run smoothly. A late fee will be charged to your account for late collections. If you are unable to collect your child at the session’s end time, please arrange for another authorised person to do so. Please ensure that the educators at OSHC are notified of the altered arrangements. ***If the person picking up your child is not known by the educators, they will be asked to show identification before your child is released into their care.***

**Custodial Issues**

Parents/guardians are required to notify OSHC about any details of legal custody of the child and any court orders. Copies will be required at the service.

**ROUTINES**

The daily program will follow a flexible, but predictable routine each day. Children feel more secure in their environment when they can understand and predict the transitions that will occur in their day. The routine will be displayed on the noticeboard for families and cover things like – indoor play, outdoor play, group times and eating times.

**SPIRITUAL LINKS**

OSHC has close links with the congregation Pastor who is available for Parents and Families who may have spiritual concerns.

## RELATIONSHIPS WITH CHILDREN

### INTERACTIONS WITH CHILDREN

“The program offered by OSHC will:

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (reg 155).

### RELATIONSHIPS IN GROUPS

“OSHC will provide opportunities for children to interact and develop respectful and positive relationships with each other and with educators” (reg 156).

Faith OSHC operates on a one educator to 15 children ratio. The Service Leader and educators may reduce this ratio after completing risk assessments on planned experience.

## COLLABORATIVE PARTNERSHIPS WITH FAMILIES

### COMMUNICATION - PARTNERSHIPS

We believe that the partnership between parents and OSHC staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent's concerns or questions, so please be active in approaching the Service Leader for discussions. Please arrange a set time to talk to the Service Leader if you have concerns or questions about your child. "A suitable area for private conversations will be made available when required. Parents may enter the service at any time their child is in attendance. Permission to enter will be withdrawn if a parent poses a risk to the safety of the children and staff or the parent is prohibited contact with the child by a court order" (reg 157).

### CONTACT DETAILS

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

### DAILY COMMUNICATION

Communication regarding the day's events will be available through a written journal displayed in the sign out area for you to enjoy prior to the collection of your child. This is a valuable tool to give insight about the day so you can discuss and reflect with your child about their day.

The OSHC/College newsletter helps staff to communicate the program, interests and events at the OSHC. Most information will be emailed. Please ensure your email address is current.

### NOTICE BOARD

Notices and information for parents is placed on the notice board. We ask that you check the notice board regularly.

### PARENT INVOLVEMENT

We value parental input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents for the benefit of inspiring the full potential of their child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships.

The service is supported by an advisory committee composed of one representative from school management, one representative from OSHC staff (Service Leader) and one parent.

### PERSONAL BELONGINGS

We know that children are very proud of their special belongings and from time to time they are lucky enough to bring them into school to show them off to their friends. Show and Tell is a vital teaching tool, promoting self-confidence and self-awareness. While at OSHC, we are not able to guarantee the safety of any personal items. As such, we will not be responsible for any breakages.



### CHILDREN'S CLOTHING (VACATION CARE)

Please dress your child in clothing that is suitable and appropriate for active play. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders to further ensure protection from the sun.

Children should wear footwear that is enclosed for safe play. Thongs are not an acceptable choice.

### NUTRITION

We promote healthy eating habits at OSHC.

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring
- It is better to provide more food rather than less food for your child
- We have children enrolled at OSHC with severe anaphylaxis allergies to certain foods or food products, consequently, we are a nut free service. This ensures the health and safety for all children

Foods we love at OSHC	Foods we like to stay at home
Fruit (Fresh/Dried)	Roll Ups
Vegetables	LCM,s
Yoghurts	Chips
Cheese, crackers	Lollies
Sandwiches/Wraps/Rolls	Soft Drinks
Custards	Chocolate
Healthy Baked Treats	Junk Food

We celebrate special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

### REST AND RELAXATION

Resting is an important part of the day. An atmosphere conducive to relaxation is provided during vacation care to allow children to 'recharge'. "The service will ensure that the individual needs of the child regarding sleep and rest are met" (reg81)

### BEHAVIOUR GUIDANCE

Staff will gently guide children towards acceptable and considerate behaviour to others. This method empowers children to choose the right behaviour.

If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *Faith Lutheran College, Redlands Positive Behaviour Management Plan*.

The Service Leader and/or Head of Junior School may terminate the enrolment of any child should the continued involvement of that child in the Outside School Hours Care program be regarded as prejudicial to the aims of the OSHC Service and detrimental to the other students.

## **EXCURSIONS**

To complement the Vacation Care program we will plan to take the children on excursions.

All excursions are carefully planned. "Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form" (reg 102)

Excursions and incursions may attract an additional cost on top of the daily fee.

Please note that Faith OSHC operates on a one educator to eight children ratio on excursions. The Service Leader and educators may reduce the ratio further, after completing risk assessments.

## **HYGIENE AND SAFETY**

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- Toilets are cleaned and disinfected at the end of each day and during the day, if the need arises.
- Children are taught and encouraged to wash their hands after toileting, and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.

## **ILLNESS AND INJURY POLICY**

At all times the service is operating there is at least one staff member who holds a current First Aid, CPR and Emergency Management of Anaphylaxis and Asthma qualifications. The OSHC environment is arranged, and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

Children with contagious illnesses will not be admitted to OSHC and non-immunised children may be excluded (as per Exclusion Policy). Please contact the service to report contagious illnesses. "The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents area as well as verbally by staff" (reg 88).

"In the event of a child becoming ill or injured while at OSHC, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form" (reg 87).

In the case of minor injury to a child whilst at OSHC, staff will administer first aid immediately. If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign. "Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at OSHC" (reg 86)

## **MEDICATION**

"OSHC has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. OSHC will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised" (reg 90). "OSHC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy" (reg 91).

“If medication is required to be given during your child’s attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed, correctly, and signed; staff will complete and sign their section when the medication is administered” (reg 92).

“Medication will only be administered once the medication form has been signed and correctly filled out. In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if a parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent” (reg 93). “If staff need to administer medication for an anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable” (reg 94)

“Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child’s name on it and the medication has not expired, details and dosage will be checked by another staff member before administration” (reg 95).

**Please note: No non-prescribed medication will be given.**

### **Puffers and Inhalers**

For asthma and any medication for the long-term treatment of asthma, a management plan from the child’s doctor is required at least every six months or when medication or dosage changes. We do have blank forms onsite. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent on arrival and also on their return to OSHC, if medication has been administered.

### **Anaphylaxis Medication**

Parents must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at OSHC. For further information, please discuss with the Service Leader prior to your child beginning at OSHC.

## **SUN PROTECTION**

### **Hats**

In the interest of promoting healthy and safe protection from the sun, we require all educators and children to wear hats while outdoors. Children **MUST** wear either a Broad brimmed or legionnaires hat outdoors. Caps are not allowed, as we follow Sun Smart Policies.

### **Sunscreen**

Sunscreen is available for use. If your child requires a particular sunscreen, please bring a bottle for use while your child is at OSHC.

### **Clothing**

It is our requirement that children wear sun safe clothing. For Vacation Care and Pupil Free Days, please ensure that your child has a hat and is wearing a shirt with sleeves that cover their shoulders. Shoes must be enclosed, and thongs are not an acceptable choice.

## **EMERGENCY AND EVACUATION PROCEDURES**

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to educators and visitors. These procedures include emergency services, contact numbers and locations, and local meeting points in the event of an evacuation. A copy of the emergency procedures for the OSHC is discussed with all new educators and volunteers on their first day at OSHC. Parents, educators, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down.

All children under the care of the OSHC are regularly familiarised with evacuation/lockdown procedures at the discretion of the educators.

**CHILD PROTECTION**

All educators are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. "All educators at OSHC are aware of child protection law and their obligations that they have under Queensland Child Protection Act 1999" (reg 84).

**TOBACCO, DRUG AND ALCOHOL FREE ENVIRONMENT**

"OSHC provides an environment free from the use of tobacco, illicit drugs and alcohol" (reg 82).

## STAFFING ARRANGEMENTS

### OUR EDUCATORS AND THEIR ROLES

Children at OSHC are in the care of qualified and suitably trained educators.

#### Service Leader's Role

The role of the Service Leader is to work closely with educators, QLECS and parents to ensure the effective and efficient day to day running of the service. The Service Leader takes whatever action is necessary to ensure the health and safety of the children at OSHC. The Service Leader is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

#### Assistant' Service Leader's Role

The role of the Assistant at OSHC is to be communicative and supportive in working with children, parents and other educators. The Assistant provides professional support and co-operates with the Service Leader.

*Notice of current educators is displayed at the service. Families will be informed of staff changes via the notice board.*

### OUTSIDE SCHOOL HOURS & VACATION CARE STAFF

**Service Leader – Simon Kohlman** – Studying towards Bachelor of Education (Primary)

**Assistant Service Leader – Kaitlyn Besgrove** – Certificate III in Children's Services and Studying towards Bachelor of Education (Primary)

**Administration Bookings Officer – Annette Anderson** – Diploma of Children's Services

#### Assistant Staff

<b>Robyn Brown</b>	Diploma of Children's Services
<b>Lauren Brown</b>	Studying towards Bachelor of Education
<b>Shannen Campbell</b>	Bachelor of Science (Secondary Education)
<b>Hayley Hoseck</b>	Studying towards Bachelor of Education
<b>Jeremy Moore</b>	Studying towards Bachelor of Education
<b>Chanel Mullen</b>	Certificate III in Children's Services
<b>Amelia Searle</b>	Studying towards Bachelor of Psychology

### STUDENTS AND VOLUNTEERS

OSHC welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at OSHC, they must be approved by the Service Leader, hold a Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Suitability Card.

### STAFF MEETINGS

Educators meet weekly and during preparation time to discuss the running of OSHC, organise events, share experiences and evaluate practices. These meetings enhance the quality of the program offered at OSHC and provide additional support to the educators.

## **PROFESSIONAL DEVELOPMENT**

Faith OSHC actively supports on-going Professional Development of all educators. Educators attend courses, seminars, conferences and workshops throughout the year, as well as undertaking personal studies.

## LEADERSHIP AND SERVICE MANAGEMENT

### **ABOUT QUEENSLAND LUTHERAN EARLY CHILDHOOD SERVICES (QLECS)**

QLECS support and oversee the running of the OSHC, including financial, staffing and compliance matters.

The QLECS Board meets monthly and its aims are to:

- Represent the needs of parents, children, staff, community and the OSHC as a whole;
- Attend to business and financial decisions of the service; and
- Plan the strategic growth of the organisation.

**The Children's Services Manager (CSM)** is part of the QLECS Operations Team and he/she work closely with the educators of the OSHC, ensuring smooth operations and administration for QLECS. The CSM provides assistance to OSHC through programming support, approval assistance, grant applications, staff support and advice, financial administration and support, and other areas as needed.

### **SERVICE APPROVAL**

Faith's OSHC approved service provider is Lutheran Church of Australia Queensland District.

From 2012 the National Quality Framework (NQF) has required OSHCs to undertake a quality rating and assessment process. The National Quality Framework sets new national benchmarks for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

"Information on the service will be on display easily visible from the main entrance. A notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled will be displayed when applicable. A notice of an occurrence of an infectious disease at the service will be displayed" (reg 173).

'A service compliance folder is kept" (reg 167).

"OSHC will keep all records in accordance with the conditions set out in the National Law" (reg 181).

### **FEES**

Faith OSHC's fees are determined by the establishment of a break even budget. All operating costs including maintenance of facilities, rent, equipment, cleaning, wages, supplies, resources, printing costs, and more, rely on the payment of fees. Any surplus is expended into improving equipment, resources, facilities, building improvements etc. at the service. Fees will generally be reviewed annually and maintained as low as possible.

Fee accounts are issued fortnightly in advance and are charged on a flat session rate basis. There is no proportional hourly fee.

Full fees are payable until enrolments meet CCMS requirements, adjustments will then be made.

Late fees are charged to families who have not arrived by 6:00pm. The service closes at 6:00pm and educators who must remain because of a late pick up need to be paid overtime. This situation is disruptive to the educators and your child, we ask that if you know you are going to be late to contact the service and/or try and make other arrangements. If a parent hasn't made contact by 6:05pm then the educators will try and contact the parent and if no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form by 6:30pm the police will be called and we will follow their recommendations.

All accounts outstanding for more than one month without prior arrangement will be forwarded to the collection agency and no further care provided until debt is cleared.

### **FEES at 01/09/2015**

Before school care	\$14.00 per session booked \$17.00 per session casual
After school care	\$18.00 per session booked \$21.00 per session casual
Vacation care /PFD	\$52.00 per day booked \$55.00 per day casual
<b>Late Fee</b>	<b>\$10.00 per 15 minutes is payable for collection after 6:00pm.</b>

### **METHOD OF PAYMENT**

Fees may be paid by Direct Deposit, to the OSHC bank account via the internet OR during school hours at the Junior School Office by cash, cheque, or eftpos. As per normal commercial practice receipts will not be mailed however, if payment is made in person receipts will be made immediately available.

Faith OSHC is an Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Service Leader so that the information can be entered into the services software system. The service uploads child enrolment and attendance information weekly via the services software system to the governments Childcare Management System it calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on **13 61 50** should you require any extra information. All parents are asked to contact FAO and link their children to both provider numbers listed below this streamlines the CCB accountability process.

### **DIRECT DEPOSIT**

**BSB** 034 074

**Account number** 129 902

(Please include your name in the reference to enable processing to your account)

### **FAITH OSHC PROVIDER NUMBERS ARE:**

**Before School** 406953421V

**After School** 406954546A

**Vacation Care** 407113002V



## **ABSENCES**

Each child is eligible for CCB for 42 days of allowable absences from care across all approved child care services during each financial year. Parents are required to sign the attendance sheet for absences.

## **DISCONTINUING ENROLMENT**

You are required to give **one week's written notice** to the Service Leader if you are discontinuing your child's enrolment. **Fees are payable up to and including end of notification date.**

## **OSHC POLICIES**

"All educators and parents are required to abide by these policies" (reg 169, 170). This is a condition of enrolling your child at OSHC. The policies cover all aspects of operation and management of OSHC in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader or the Children's Services Manager.

"Parents will be informed at least 14 days before any policy or procedure is changed that has significant impact on the services provision of education and care to any child enrolled at the service or the families ability to utilise the service, or changes to fees" (reg172)

"OSHC has a range of policies and procedures readily available which include the following:

- Delivery and collection of children
  - excursions
  - refusal of authorisation for a child to leave the service
  - dealing with infectious disease
  - dealing with medical conditions
  - emergency evacuations
  - health and safety matters relating to
    - nutrition, food and beverages and dietary requirements
    - sun protection
    - water safety
    - administration of first aid
  - incident, injury, trauma and illness
  - child safe environment
  - staffing arrangements
  - staffing including
    - code of conduct
    - determining the responsible person present
    - participation of volunteers and students
  - relationships with children
  - interactions with children
  - service management
  - governance and management of the service, including confidentiality of records
  - enrolment and orientation
  - payment of fees
  - dealing with complaints"
- (reg 168, 171)

## **INCLUSION POLICY**

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family, and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Service Leader. Medical information may be required.

## **INSURANCE**

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund. "The OSHC will keep a copy of their current certificate of insurance" (reg 180).

## **MEDIA INVOLVEMENT IN OSHC**

Faith OSHC has set out the following policy regarding media involvement:

- Permission to photograph or video in OSHC is included in the Enrolment Agreement Form. This includes newspapers and advertising displays etc. If parents do not give permission, OSHC will ensure that the child is not included in these activities.
- Should the OSHC wish to print multiple copies of photos for advertising, permission will be sought from parents prior to use.

## **CONCERNS**

Parent input, comments and questions are always welcome. Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

1. In the first instance, please approach the Service Leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.
2. If you are not satisfied with a concern that you have raised with the Service Leader, you can speak to the Head of the Junior School.
3. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing: contact details are:

Christine Hartung  
Children's Services Manager QLECS  
PO Box 1857 Milton QLD 4064  
Phone 3511 4079 Fax 3511 4051 or email [christine.hartung@qlecs.org.au](mailto:christine.hartung@qlecs.org.au)

Unresolved concerns can also be raised with:

Early Childhood Education and Care  
Department of Education, Training and Employment SE Region  
PO Box 250  
WOODRIDGE QLD 4114  
Phone: 3884 7813 Fax : 3884 9881

## CONCLUSION

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

It is our hope that your family will enjoy being a part of the Faith Lutheran College, Redlands OSHC Service.