



**Queensland
Lutheran**

Early Childhood and
School-Aged Care Services

Inspired
learning
for life
starts early



Faith Lutheran Outside School Hours Care Family Handbook

Address: 132 Link Road, Victoria Point

Phone: 3820 5236

Email: foshc@oshc.flcr.qld.edu.au

Hours

Before School Care: 6.30 to school start

After School Care: 2.45 to 6.00pm

Vacation care/pupil free days: 6.30am – 6.00pm

Closed all Public Holidays and Christmas/New Year

We acknowledge the Quandamooka People, Traditional Custodians of the lands, waters, and seas where we stand today. I pay my respects to Elders, past, present, and emerging.
YURA.

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WELCOME

We are delighted that you have chosen our Outside School Hours Care (OSHC) Service. We hope that your family will have a positive experience at our Service.

At Faith Lutheran OSHC/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 Handbook has been designed as a guide to help you and your child settle into our Service. It contains useful information about our Service, the way it is managed, your responsibilities as a parent/guardian and what to expect during your time here.

Faith Lutheran OSHC is a 100 place, not-for-profit Service.

Faith Lutheran OSHC/OSHC operates on a 1 Educator to 15 children ratio. The Service Leader and Educators might reduce this ratio after completing risk assessments on planned experiences.

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

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

NB: Where you see the term 'Reg' in the Handbook, the reference is to the Education and National Laws and Regulations that govern Outside School Hours Care.

[Education and Care Services National Law Act 2010](#)

[Education and Care Services National Regulations](#)

Any information related to the Child Care Subsidy (CCS) can be found at the following link:

<https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-provider-handbook>

Faith OSHC Service Philosophy

Our Faith OSHC philosophy is guided by the ideas and values of our faith, children, families, community, and Educators. We aim to provide an environment that considers the whole child's social, emotional, spiritual, and physical wellbeing, enabling them to reach their fullest potential. We meet our aim by following My Time, Our Place, the framework for School Age Care. We work within the National Quality Framework and the National Quality Standards.

We are committed to providing quality care using these principles:

- We respect everyone and believe that each child is unique in their own way, the way that God created.
- We acknowledge that children develop at their individual pace. We seek to facilitate personal growth by providing a program that is centred on meeting the needs, abilities, and interests of each individual. We endeavour to promote cultural and spiritual growth, as well as life skills through both intentional and spontaneous play.
- We strive to empower children to be hopeful, happy, confident, and respectful.
- We acknowledge that each family brings their own set of values and beliefs, which are shaped by their cultural backgrounds. We embrace all cultures through the implementation of a cultural program and providing opportunities for families to share.
- We aim to promote open communication amongst children, parents/ carers and staff and the community. Everyone is respected, valued, and encouraged through shared decision making.
- We strive to build positive relationships with all children through applying the Christian ethos and the guiding principles of the school (5Cs: Care, Commitment, Common Sense, Consideration, Courtesy).
- We aim to implement a program that reflects each child's individual likes and interests through planned and spontaneous activities. Our program is developed from children's experiences and preferences with observations recorded by Educators from their interactions with and between children. We actively encourage children, parents/ carers, and staff to participate in planning, implementing, and evaluating the program.
- We recognize that God has intentionally created each person to live in relationship with him and others.

As professional Educators, we aim to abide by the designated framework, the Education and Care National Law, Education and Care Regulations, other legislative requirements and the policies and procedures established by Faith OSHC and the Queensland Lutheran Early Childhood Services (QLECS). We respect the integrity and confidentiality of children, parents/carers, and staff.

Reviewed November 2022

Dates of Operation

Term 1 – Monday 23rd January – Friday 31st March

Term 2 – Monday 17th April – Friday 16th June

Term 3 – Monday 10th July – Friday 15th September

Term 4 – Tuesday 3rd October – Friday 1st December

Our Service is also closed on the following occasions:

All Public Holidays

- Australia Day
- ANZAC Day
- Labour Day
- Good Friday & Easter Monday
- King's Birthday
- Redlands Show Day - open Brisbane Show Day

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

Our program is based on 'My Time Our Place' – the framework for School Age Care in Australia. The framework 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 learning 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 well-being
- children are confident and involved learners
- children are effective communicators

Our core belief is that learning is assisted when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.

Daily Requirements – your child will need to bring the following:

- **Hat** – Legionnaire/broad brimmed hat that protects the face, neck, ears and crown of the head. Caps are not suitable for sun safety.
- **Shoes** – Enclosed shoes or shoes with a heel strap. Enclosed shoes are compulsory on excursions. No thongs or flip-flops, or shoes with high heels allowed.
- **During Vacation Care** – We provide Breakfast, Morning Tea, Lunch and Afternoon Tea (unless indicated otherwise as part of the planned activities for the day), a water bottle and at least one set of clean spare clothes.

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

Please clearly name all of your child's belongings that come to OSHC

Daily Procedures

Arrivals and Departures

Upon arrival and departure, the parent/guardian or authorised nominee is responsible for following the required sign-in/out procedure. Failure to follow this correctly could result in CCS payments being affected.

This is also a safety requirement in the event of an emergency evacuation or lockdown.

If your child is to be collected from the Service by someone besides an Authorised Nominee as noted on your Enrolment Form, we ask that you please phone the Service beforehand, stating the person's name and their relationship to the child. Photo identification will need to be produced upon their arrival e.g. driver's license.

If the person collecting your child is not known by the Educators, they will be asked to show photo identification before your child is released into their care. An Educator may contact you to confirm this arrangement.

Parents/guardians, please ensure you notify an Educator of your child's arrival and that your child is left in the care of an Educator upon your departure. Please also ensure that upon collection of your child, you inform an Educator that your child is leaving.

Please be punctual and keep to the session times indicated on the front cover of this Handbook, as this helps the program to run smoothly especially during Vacation Care when in/excursions are offered.

Extra-Curricular Activities

Parents/Guardians are required to notify the OSHC if they have enrolled their child in an extra-curricular activity e.g. sport activities, music lessons; that may impact on their enrolled attendance at the OSHC, specifically delivery and collection arrangements. A permission form will be required.

Custodial Arrangements

Parents/guardians are required to notify the Service Leader about any details relating to the legal custody of the child and any parenting order, parenting plan, other legal/court appointed documents (such as a Protection Order or a Domestic Violence Order). An up-to-date copy will be required to be kept at the Service. Please note that any legal documents will be adhered to and one parent/guardian cannot request the Service to withhold collection from another parent/guardian without the relevant legal documentation advising of any changes.

Routines

The session's routine will be displayed at the Service.

Spiritual Links

OSHC has links with the School Pastor/Chaplain.

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)*

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication – Partnerships

We believe that the partnership between parents/guardians and 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/guardian's concerns or questions, so please be proactive in approaching the Service Leader for discussions. Please arrange a suitable time to talk to the Service Leader if you have concerns or questions about your child.

Parents/guardians may enter the Service at any time their child is in attendance. Permission to enter will be withdrawn if a parent/guardian poses a risk to the safety of the children and staff or the parent/guardian has prohibited contact with the child by a court order (Reg 157).

Families will have access to a copy of the Parent,- on the OSHC Website, Visitor/Adult Occupant Code of Conduct at enrolment. Failure to comply with this Code of Conduct may result in the cancellation of your child's enrolment.

Contact Details

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

Regular Communication

The OSHC/School newsletter and any electronic media, helps staff to communicate the program, interests and events at OSHC. Most information will be emailed to families. Please ensure your email address is current at all times.

Family Information Area

Notices and information for families are displayed in the Service's entry and/or rooms. We ask that you check these on a regular basis.

Family Involvement

We value family input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents/guardians for the benefit of inspiring the full potential of your child. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our Service speak and act in a child friendly manner, respectful of both staff and children.

Advisory Group

This is a group comprised of members from the families of Faith Lutheran OSH, the congregation and local community. The meetings usually occur bi-monthly and will be advertised on the notice board. The aim of the group is to:

- Concentrate on planning and goal setting for OSHC;
- Explore, decide upon and co-ordinate fundraising ventures and family events; and
- Provide a support network for OSHC.

All parents/guardians are encouraged to become involved in the Advisory Group in whatever capacity you are able. Notice of meetings can be found on the information board.

Babysitting

Families are requested not to ask staff of the Service if they provide private babysitting. Staff need to maintain a professional relationship with families.

Photographs

At Faith Lutheran OSHC we have digital devices that are used regularly to photograph the children.

CCTV

Our Service is committed to the safety of employees and children. In order to provide this, our Service operates Close Circuit Television Systems (CCTV) in some locations. The CCTV surveillance and any monitoring are used for the purposes of:

- Ensuring the safety of the Service, including its employees, children, visitors, volunteers, students, contractors and members of the public.
- Prevention of crime, theft and vandalism.

- Ability to investigate and report on incidents where surveillance provides supporting evidence;

and will only involve optical surveillance. Our CCTV system is used in line with the GSM - CCTV Policy.

Media Involvement in OSHC

Our Service 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/guardians do not give permission, OSHC will ensure that the child is not included in these activities.
- Should photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should OSHC wish to print multiple copies of photos for advertising, written permission will be sought from parents/guardians prior to use.

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from activities. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun. Enclosed shoes are to be worn each day and are especially required for during Vacation Care on excursion days.

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.
- Please provide a drink bottle (clearly named) each day. 500ml – 750ml is a good size to ensure your child is drinking enough water each day. Please send the water bottle full at the start of the day.
- If we have a child enrolled at OSHC with severe or Anaphylaxis allergies to certain foods or food products, we **may** ask all families to exclude these items from their child's lunch box. This ensures the health and safety of all children.

Preferred Foods at OSHC	Foods to stay at home
Fruit (Fresh/Dried)	Roll Ups
Vegetables	LCM bars
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” (Reg 81).

Behaviour Guidance

Educators will gently guide children towards acceptable, respectful and considerate behaviour towards others. This method empowers children to choose the right behaviour. If Educators 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 their child’s behaviour at home and the strategies being used by parents/guardians and seeking external support, if required. An individual plan may be considered outlining the agreed behaviour strategies to follow. This allows Educators and families to be consistent in guiding your child’s behaviour as well as assisting your child to reach positive outcomes.

Please refer to QLECS Behaviour Guidance Policy

Incursions and Excursions

To complement the program, we may plan to take the children on excursions or bring activities/visitors to the Service. Parents/guardians will be notified of any upcoming events and be required to complete any necessary authorisations.

All incursions and excursions are carefully planned and risk assessed. Incursions or excursions may incur an additional cost, which will be added to your account. If this is eligible it will also attract some CCS.

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:

- The Service is cleaned at the end of each day and during the day if the need arises.
- Children are taught and expected to wash their hands, particularly after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.
- Soft fall areas have been established under climbing and swing areas to absorb the impact if a child were to fall.
- In the case of a pandemic, specific guidelines will be given to families.
- Staff and families will be required to follow all Public Health directives.

Illness and Injury in Care

Educators are required to maintain their First Aid qualifications. This includes CPR, Anaphylaxis and Asthma training. The environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

Minimum exclusion guidelines (as per the Illness in Care Policy) will be adhered to. A letter from your Doctor may be required.

Children with contagious illnesses will not be permitted to attend and non-immunised children will be excluded (as per the Illness in Care Policy). As per your Enrolment Agreement, the Service must be advised of any contagious illnesses.

In the case of injury to a child whilst in care, staff will administer appropriate first aid immediately. Please refer to the Incident, Injury, Trauma and Illness Policy for more detailed information on the Service’s procedures in relation to illness and injury.

If First Aid has been given to your child during the day, staff will complete an Incident, Injury, Trauma and Illness form, which you will be required to read and sign.

Injury on Intake

Upon arrival at the Service, if your child has an existing injury, you are required to inform an Educator and an Injury on Intake form will be completed. If an Educator notices an injury throughout the day, that did not occur at the Service, an Injury on Intake Form will be completed and you will be asked to acknowledge this by signing the form upon collection. Educators may also phone you during the day to discuss the injury.

Medication

Please refer to the Medication, Paracetamol and Natural Remedies Policy for specific information in regard to medication.

Our Service has a policy for managing medical conditions which sets out practices if a child enrolled has a specific health care need, allergy or relevant medical condition.

Parents/guardians will be required to provide the Service with a medical management plan for their child for any specific health care need, allergy or relevant medical condition. The Service will develop a Risk Minimisation and Communication Plan in conjunction with parents/guardians, to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised (as per Reg 90).

Our Service has a copy of the Management of 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 of any type is required during your child's attendance, then a Medication Form must be completed by the parent/guardian or person nominated on the Enrolment Form. Educators will only be able to administer medication after the form is completed correctly and signed; Educators will complete and sign their section when the medication is administered.

In the case of complex medication administration, such as insulin, discussions will be held with families prior to or during enrolment, to ascertain whether the Service is able to accommodate, the specific health needs of the child.

In cases of emergency, a parent/guardian or person nominated on the Enrolment Form can consent to the administration of medication verbally or if a parent/guardian or nominated person cannot be contacted, then a registered medical practitioner or emergency service can consent.

In an anaphylaxis or asthma emergency, Educators may administer medication without authorisation. The parent/guardian and emergency services will be contacted as soon as practicable. (Reg 94)

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions attached to the medication or provided by a registered medical practitioner, prescribed medication, from a container that bears the original label with the name of the child to whom it is prescribed, with a second person checking the dosage of the medication and witnessing its administration; details of the administration must be recorded in the Medication Authorisation form. (Regs 92-95)

Immunisation

The immunisation status of your child must be completed on your child's Enrolment Form and a copy of your child's immunisation history statement must be provided. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies (<http://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>).

Parents/guardians are responsible for providing Educators with an updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to the Immunisation – Children Policy and the Immunisation Enrolment Agreement.

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 permitted as they are not sun safe.

SUNSCREEN

Sunscreen is provided by the Service and available for use. If your child requires a particular sunscreen brand, please bring a bottle for their use while attending OSHC. Please ensure your child's sunscreen container is clearly labelled.

CLOTHING

Sun safe clothing must be worn. Tops and shirts should have sleeves for extra sun protection.

Emergency and Evacuation Procedures

Emergency and evacuation diagrams are prominently displayed in the rooms and are clearly visible to staff and visitors. These diagrams include emergency services' contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for OSHC is distributed to all new Educators and volunteers on their first day at OSHC. Parents/guardians, Educators, contractors, trades people, volunteers and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergencies requiring evacuation/lock-down. If you are at the Service during an evacuation or lock-down, please follow the direction of the Service's staff.

The Service will regularly rehearse emergency evacuation/lockdown procedures.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and well-being. (See QLECS' Statement of Commitment Appendix 1)

All Early Childhood Educators are mandatory reporters and as such will report any child safety concerns to the relevant authority.

All staff at the Service who work with children are aware of the current child protection laws in the provider's jurisdiction and understand their obligations under that law. (Reg 84)

All staff are required to maintain Child Protection training.

Smoke, Drug and Alcohol Free Environment

The Service maintains an environment free from the use of tobacco, e-cigarettes/vaping, illicit drugs and alcohol. Please note that there are specific exclusion boundaries in regard to smoking – 5 metres beyond the property boundary.

All parents/guardians/visitors are required to adhere to these legislated conditions.

STAFFING ARRANGEMENTS

Our Educators and their Roles

Children at our Service are in the care of qualified and suitably trained early childhood specialists. This team provides a collective wealth of knowledge, skills and expertise that directly relates to

the provision of a high quality early childhood program for your child. Information about staff is displayed at the Service.

Service Leader

The role of the Service Leader is to work closely with Educators, the Approved Provider and families 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.

Educator

The role of the Educator at OSHC is to be communicative and supportive in working with children, families and other Educators. Educators work as a team and in partnership with families to plan and deliver an educational program for children.

Educational Leader

The role of the Educational Leader is to work in consultation with the Service Leader and with all Educators, children and families to lead, develop and implement the educational program. This includes program reflection/evaluation, children's developmental outcomes, documentation and portfolios, and any Service operations which are related to the curriculum. The Educational Leader is available for families to discuss individual children's development and goals (Reg 118).

Students and Volunteers

Our Service 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 and Outside School Hours Care. Before any student or volunteer is permitted to spend time at our Service, they must be approved by the Service Leader, hold a Positive Suitability Card, sign confidentiality and policy agreements and undergo an induction process. Parents/guardians 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/guardian of a child who is in attendance, must hold a Positive Suitability Card.

Professional Development

OSHC actively supports ongoing Professional Development for all staff. Staff attend courses, seminars, conferences and workshops throughout the year. Some of these may fall in school holiday time, during afternoons, weekends or during OSHC hours. Suitably trained relief staff will be employed in the absence of OSHC staff.

LEADERSHIP AND SERVICE MANAGEMENT

Queensland Lutheran Early Childhood Services (QLECS)

QLECS is the Approved Provider's representative for Lutheran Early Childhood Services in Queensland. QLECS support and oversee the running of the Service, including financial, staffing and compliance matters. Each Service has its own Children's Services Manager (CSM) and their details are displayed in the Service. The CSM is part of the QLECS Operations Team and works closely with the staff of the Service in areas such as programming, regulatory requirements, grant applications, staffing, financial administration and any other areas as required.

FEES

Our Service is a not-for-profit organisation that relies on the prompt payment of fees to remain financially viable. Fees are set by the school in conjunction with the Service Leader and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources,

facilities and building improvements at the Service. It is important that your fees are kept up to date at all times.

Payments must be continued during a child's absence for illness.

holidays or for any other reason. Statutory holidays must be paid for however fees are not charged during the end of year closure.

In the case of a Government authority declared Pandemic, fees will continue to be charged unless the Service has been directed by a Government authority. This is due to requirements under the Family Assistance Law (families in receipt of Government funds).

Failure to pay fees will result in your details being referred to the School Business Manager where the debt recovery process, as per the Collection of Client Debt policy, will be implemented. Your child's continuing enrolment may be placed at risk.

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the Service Leader. A payment plan may be established for you.

Full fees are payable until enrolment meets CCS requirements. Adjustments will then be made.

If an extra session or day of care is required outside of regular bookings, parents/guardians will be charged a *casual* fee. Where families do not have a permanent booking (i.e. the Service is not used on a regular basis), the casual fee will also be charged.

The casual fee will be more than the permanent fee for Before and After School Care and Vacation Care, where the booking is made within 24-48 hours of attendance.

We appreciate it if parents/guardians can notify us if your child will not attend the Service on their regular booked days. This avoids staff calling parents/guardians or looking for children at the pick-up zone. It also ensures we have the correct staff ratios.

All sick days or days not attended will be charged as a normal absent day. CCS applies for those days.

Your booked fee will be charged not cancelled the week prio is given in regard to your child's attendance. This is because staff have already been rostered on for the number of children booked in for care.

Late fees are charged to families who have not arrived by the Service's closing time. As late pick-up can be disruptive to staff and your child. We ask that if you know you are going to be late, please contact the Service and/or try and make other arrangements for your child to be collected on time. If a parent/guardian has not made contact five minutes after the closing time, staff will attempt to contact the parent/guardian. If no contact can be made, they will attempt to contact the authorised persons indicated on the Enrolment Form. If no contact is made with anyone authorised on the Enrolment Form 30 minutes after closing time, the police will be contacted and we will follow their recommendations. Below explains how the late fee is calculated:

\$5.00 at 06:05pm then \$2.00 per minute after this, or if late for a booked Session, the longer Session fee may be charged.

Fee Refunds

Fee refunds will only be issued when the Authorised Service representative has ensured:

- that a family is due the payment

- all transactions have been processed, taking into consideration items such as but not limited to CCS
- outstanding CCS is processed before refunds are eligible to be repaid back to parents.
- Cessation of CCS has been checked and the CCS enrolment has been ended before applying for a refund. With cessation of enrolment, the refund will not be issued until CCS is finalised and CCS paid for final absences has been withdrawn. This is to ensure CCS balancing is completed and no debt is applied to the account.

For further information regarding parent/guardian refunds, please refer to the Fee Refunds Authorisation Policy.

Outstanding Fees

If your account has been overdue for more than 14 days, we reserve the right to refuse future enrolment in either Vacation Care, Before School Care or After School Care, until the account is brought up to date or a payment plan has been agreed to.

No enrolment (or further bookings) will be honoured if there are outstanding fees from the previous care type.

After 30 days, the unpaid account may be placed in the hands of a debt collection agency and your child's enrolment cancelled. If CCS enrolment is ended, cessation of care will be applied to final bookings and this additional debt will be added to your account.

If there are outstanding fees a Late Fee Penalty may be applied.

Shift workers

Shift workers will not be charged a casual fee. Bookings will be adjusted according to your roster. We require a letter or roster from your organisation/company stating that you are a shift or casual worker. If that is not possible, please provide information in writing around your circumstances (to the Service Leader so that we may assist in meeting your needs. We do request shift/casual workers to notify OSHC of their booking requirements for the following week by 03:00pm on the Friday.

Vacation Care and Student Free Days

Vacation Care and Student Free Day bookings require a separate booking form for every Vacation Care. We require notice the week prior for Vacation Care cancellations.

If an excursion or incursion has been booked and your child does not attend, you may still be charged, as OSHC must confirm numbers in advance as well as provide payment in advance with the companies supplying the incursion/excursion.

Method of Payment

We are a cash free service. All fees are to be paid by direct debit *Please note that where parents/guardians set up this platform using a credit card, there will be a surcharge issued to the cardholder.*

Child Care Subsidy (CCS)

Our Service is an Approved Care Provider and eligible parents/guardians can access Child Care Subsidy (CCS) to assist with the payment of their fees. CCS reduces the amount eligible families pay for childcare (your 'out of pocket' or 'Gap' fee). To claim CCS, families must apply for Customer Reference Numbers (CRNs) through Centrelink. Once you have been issued with yours (primary carer only) and your child's CRNs, you need to submit a claim for CCS to Centrelink using your Centrelink online account (through MyGov). If you are assessed as eligible to receive CCS, you will need to supply the CRN and date of birth for both you and your child to

the Service Leader so that the information can be entered into the Service's software system **before** the child attends the Service. The Service uploads the child enrolment and attendance information weekly via the Service's software system to the Government's Child Care Subsidy System. It calculates the CCS and fees charged to the family minus your CCS entitlement.

If there are any changes made to the primary carer or CRN details (**as registered with Centrelink and linked to the Child's CCS application**, e.g. incorrect information has been given and needs to change), this will not be backdated past 14 days when the correct information is provided.

In order to receive CCS, you must enter into a Complying Written Agreement (CWA) with the Service, which you are required to confirm online and after 14 continuous weeks of non-attendance. If your child hasn't used child care for a 26-week period or claimed CCS, your CCS approval will be cancelled and you will need to reapply. No CCS will be paid until CCS has been reapproved. Full fees will apply during this time. Please note that the CCS process should ideally be finalised before your child's first day of attendance to ensure you receive your entitlements. This includes the Primary Parent agreeing to the electronic CWA as well as completing their Government Enrolment through myGov. Failure to do so will result full fees being paid until your CCS is successfully activated.

Parents who receive CCS have an obligation that fee payments are kept up to date. Failure to do so may result in CCS being required to be paid back to the Government and your child's enrolment may be cancelled.

Shared Care

If a family shares the care of their child, that is, the child spends time living with one parent for one week, and the other parent the next week, both parents should have their own account at the Service (with separate Enrolment Forms) and separately apply for CCS. CCS calculations will be based upon each parent's individual circumstances and their gap fees may differ.

We realise this is a lot to comprehend and urge families to contact Centrelink on 13 61 50 should you require further information.

Absences

Each child is eligible for CCS for 42 days for allowable absences from care across all approved childcare services during each financial year without the need to provide documentation, such as medical certificates. Absences beyond the first 42 days (up to a maximum of 10 further absences) will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Currently families are allowed up to 52 days due to COVID, however this may change during the year and revert to the usual 42 days. Please note that these are total absences across all Services your child may attend; not a per service allowance. Additional absences do not include public holidays. Parents need to notify the Service of absences via email and not via the Xplor notifications.

Cessation of Care

If the absences occur at or before the child's first day of physical attendance at the Service, or directly after their final day of physical attendance, no CCS will be paid for that absence as it is considered to be a Cessation of Care. Full fees for all absences before first physical attendance and after last physical attendance will be charged. If CCS is applied, it will be withdrawn by CCSS when the CCS enrolment ceases. In this instance, the account holder will be responsible for any outstanding amounts. For absences within the first seven days or final seven days of physical attendance, cessation of care may be waived, for the same reasons (with evidence provided) as permitted under additional absences; e.g. illness, COVID, etc.

Discontinuing Enrolment

You are required to give **two weeks written notice** to the Service Leader if you are discontinuing your child's enrolment. **Fees are payable up to and including end of the notification date. If you do not attend during the notice period, you will be required to pay full fees as you will not be eligible for CCS.**

Please note that Cessation of Care rules apply (as above) regardless of the notice period.

POLICIES

OSHC has a range of policies and procedures readily available as per regulatory requirements. A condition of enrolling your child at our Service, is that you agree and abide by the Service's policies. These policies cover all aspects of operation and management in accordance with regulations. 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 and/or the Children's Services Manager (CSM).

Inclusion Policy

Children have a wide variety of 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/diagnostic information will be required. The Service may be eligible for Inclusion Support funding.

Insurance

The Service is fully covered by Public and Products Liability insurance through the LCA Insurance Fund.

Feedback and Concerns

Family input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on your and your child's experiences at the Service. Please take the time to read and respond to these requests as they assist us to improve the quality of our OSHC. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents/guardians 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. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing. Contact details for your CSM are on display at the Service.

Families may also contact the Regulatory Authority with enquiries or complaints at any time.

Department of Education – Early Childhood Education and Care
South East Regional office
Early Childhood Education and Care
PO Box 492
Oxenford 4210
Telephone: (07) 5656 6688*
Email: southeastregion.ecec@qed.qld.gov.au

CONCLUSION

It is our hope that your family will enjoy being a part of our Service.

Should you require further information or explanation regarding this Handbook, please do not hesitate to contact us.



CHILD PROTECTION STATEMENT OF COMMITMENT

- 1. We are committed to promoting and supporting environments which:**
 - Protect children and young people from actual or potential harm.
 - Enable and encourage concerns to be raised and responded to openly and consistently; through
 - the provision of training and education for staff, families and children.

- 2. We recognise that we have a duty of care and shared responsibility to:**
 - Protect all children and young people from all forms of harm and abuse.
 - Ensure our organisation's culture provides a sense of safety for children and young people.

- 3. We will endeavour to safeguard children, young people and their families in all our Services by:**
 - Valuing, listening to, engaging with and respecting children, young people and their families.
 - Establishing and implementing best practice for working with children, young people and families, meeting all statutory obligations.
 - Developing skills that encourage children, young people and their families to speak up if they feel uncomfortable with the way they are being treated by staff, other children and/or adults, at all times.

- 4. In our recruitment of staff and volunteers, we will:**
 - Follow procedures that provide for the careful selection and recruitment of suitable employees and voluntary workers.
 - Provide education, training, support, supervision and resources in all statutory requirements and the organisation's policies and codes of ethics, to keep children, young people and families safe.

- 5. In our publicity we will:**
 - Share information about the organisation's practices and mandatory responsibilities in safeguarding staff, children, young people and their families from all forms of harm and abuse.

- 6. When concerns are raised, we will:**
 - Respond without delay to every concern that a child, young person or their family, may have been harmed, or be at risk from harm or abuse.
 - Work with our stakeholders and appropriate statutory bodies during an investigation into harm or abuse.

- 7. In responding, our organisation will:**
 - Make available pastoral care to any child, young person, their families or staff involved in any allegation of harm or abuse.
 - Facilitate connections and access to professional organisations, support agencies or para-professionals.

We are committed to the continuing and ongoing review and implementation of our organisation's child safe standards