

# Star of the Sea Outside School Hours Care



Catholic Education  
Diocese of Rockhampton



## Family Handbook



Early Learning & Care

Please take the time to read this handbook as the following information has been prepared to assist you and your child's transition into OSHC.

### Hours of Operation

Before School Care	6:00am – 8:15am
After School Care	3:00pm - 6:00pm
Vacation Care	7:00am - 6:00pm
Short Day	9:30am – 2:30pm

### Contact Details

**Nominated Supervisor: Mrs Jennett Mullane**

**Coordinator: Mrs Gail Whiting**

**Address:** 181 Goonoon Street, Gladstone

**Email:** [sosg\\_oshc@rok.catholic.edu.au](mailto:sosg_oshc@rok.catholic.edu.au)

**Website:** <https://www.rok.catholic.edu.au/our-schools/outside-schools-hours-care/>

**Phone:** 0417 614 316

**Before School Care: \$19 per child per session**

**After School: \$24 per child per session**

**Vacation Care: \$54 per child per session**

**Vacation Care short day: \$33 per child per session**

**Late Fee \$22 for every 15 mins or part thereof per family**



Please notify the service if you require an interpreter service to engage with these or any other documents.

## CATHOLIC EDUCATION – DIOCESE OF ROCKHAMPTON: MISSION STATEMENT

### OUR MISSION

Inspired by the person and teaching of Jesus Christ, we serve the communities of the Catholic Diocese of Rockhampton.

We provide

- Life-long faith education
- Religious education
- Relevant, holistic, quality education
- Assisting all in their search for meaning for life.

## Philosophy Statement

### *We believe our environment offers:*

- *Engagement of the child in meaningful real-life experiences as well as encouraging them to effectively participate in our rapidly changing and globalised world.*
- *The children engagement in context that provide for learning about justice, peace and ecological sustainability.*
- *Opportunities for learners to be actively involved in gathering and processing information about their environment.*
- *Supportive and respectful contexts where everyone's ideas and misconceptions are challenged.*

### *We believe children:*

- *Possess a natural curiosity and wonder about their world and their God.*
- *Are all able and competent.*
- *Engage with their world through a diversity of learning styles.*
- *Are unique.*
- *Are part of a wider cultural community.*
- *Bring prior knowledge and past experiences to every learning experience to construct meaning.*
- *Have the right to access an education that provides them with the necessary knowledge and skills to participate fully in their world.*

### *We believe that in our relationship with families:*

- *Educators should engage in meaningful partnerships.*
- *That sharing in open communication with parents and carers, allows us to gain an insight into the child as a learner.*
- *It is important to strengthen connections with families through regular conferencing and interactions.*
- *We value the contributions of families as it facilitates in the building of partnerships and community.*

### *As a community of learners, we:*

- *Establish cultures where we learn from one another.*
- *Collaboratively make decisions – shared wisdom approach.*
- *Provide professional support to one another.*
- *Seek out latest developments and research with regard to early childhood education.*

### *In relationships with community, we believe in:*

- *A culture of community where all members' contributions are valued.*
- *Deeper understanding and relationship building with the extended community.*
- *Involving community members in decision-making therefore providing multiple perspectives and insight.*
- *An essential connection with the diocese, parish and school.*

### *Therefore we see our role as educators, to:*

- *Respect the integrity of every child and family.*
- *Form positive relationships with children and their families.*
- *Acknowledge and partake in inclusive practices that are responsive to the diversity of learners.*
- *Offer a multiplicity of rigorous experiences that challenge and inspire the learner.*
- *Provide well-informed learning practices that are reviewed regularly to ensure relevance*
- *Build positive and meaningful relationships with every child and family.*
- *Allow time to wonder and build a relationship with God.*
- *Nurture the innate spirituality of all those who are members of our service community.*
- *Ensure the wellbeing and holistic development of the child.*
- *Co-create playspaces where the contributions of children are given priority.*
- *Encourage learners to express their ideas, ask questions and offer responses.*
- *Actively respond to those contributions.*
- *Respect every child's history, culture and community.*
- *Provide continuity and routine.*
- *Provide an extensive range of teaching and learning principles where children are challenged and supported to deepen their understandings.*
- *Ensure safe and ethical practices are in place.*
- *Model and engage in reflection with children.*
- *Commit to ongoing critical analysis of practice and professional development.*

## KEY CONTACTS

School Name: Star of the Sea Catholic Primary School  
School Principal: Mrs Jennett Mullane  
School Address: 181 Goondoon Street, Gladstone  
School Phone Number: 4972 1305

Early Learning & Care Coordinator: Kathryn Byrne  
Phone: 07 4994 8095  
Email: [Kathryn\\_Byrne@rok.catholic.edu.au](mailto:Kathryn_Byrne@rok.catholic.edu.au)

Early Learning & Care Officer: Carmel Dawson  
Phone: 07 4994 8095  
Email: [Carmel\\_Dawson@rok.catholic.edu.au](mailto:Carmel_Dawson@rok.catholic.edu.au)

Assistant Director Administration: Mark Effenev  
Phone: 07 4994 8000

## APPROVED PROVIDER

### Catholic Education- Diocese of Rockhampton

143 West St  
Rockhampton QLD 4700  
Postal Address  
PO Box 524  
Rockhampton QLD 4700  
Phone: (07) 49948000  
Email: [oshc@rok.catholic.edu.au](mailto:oshc@rok.catholic.edu.au)  
Web: [www.rok.catholic.edu.au](http://www.rok.catholic.edu.au)

## GOVERNANCE

### Welcome to Star of the Sea Outside School Hours Care

Outside School Hours Care (OSHC) Services are managed by the Rockhampton Catholic Education Office (RCEO) for and on behalf of the Approved Provider – The Roman Catholic Trust Corporation for the Diocese of Rockhampton. The educators work closely with the Principal of their school, and the Early Learning and Care team from the Catholic Education Office. The Principal, who is the Nominated Supervisor of the OSHC Service, is responsible for the overall operation and management of the service. Additionally, services and families are provided with ongoing support through the service, school and Catholic Education Office.

The service aims to provide leisure based, social learning experiences for children in Outside School Hours Care through the dedication of our qualified educators so that we can support each child's spiritual, physical, social, intellectual and emotional abilities.

The service is required to adhere to several guiding documents to fulfil its commitment as the recipient of Child Care Subsidy. These include: *The Outside School Hours Care Policies and Procedures*, the *Education and Care Services National Law and Regulations*, the *My Time Our Place Framework* and a *Quality Improvement Plan*. All documents are available to families at the service.

Our service has been providing care to families in the local community since 2003. We recognise the connection between children, families and communities and the importance of partnership and relationships. We see learning as a social activity and value community participation.



We will endeavour to participate in community-related activities within our regional area, use local services and facilities wherever possible (e.g. shops, museums, etc.), invite involvement from local service providers (e.g. community workers, medical specialists, school personnel) and participate in local community events (e.g. fundraising) where appropriate. We encourage feedback from our community to improve the quality of the service we offer.

### SCHOOL BOARD

We believe that parents' contribution to the service is vital in the ongoing success of the service's operation and delivery. The School Board plays an important role in providing a parent perspective and offering a voice for families. We see our connection with our school as our first community and work collaboratively with the school to ensure a smooth transition for children between school and outside school hours care service.

The School Board aims to ensure that effective communication exists between all key stakeholders of the service. Relevant information pertaining to the service, may be tabled at the School Board meetings through your coordinator or parent representative.

### FUNCTIONS OF THE SCHOOL BOARD

- To liaise with the service, school and other relevant bodies so that mutual understanding of the service exists and opportunities to work together are identified
- To assist management to identify any needs or issues relevant to the service and provide suggestions of possible solutions

### QUALIFICATIONS

At all times, the service is operational, there will be a designated Nominated Supervisor (Principal of the School) or delegated experienced educator responsible for the day-to-day operations of the service. Additionally, information regarding the person who is in the role of the 'Responsible Person' will be clearly displayed for all families to view.

It is a legislative requirement that ratios are maintained at a level of one educator for every 15 children or one educator for every 11 children if kindergarten-age children are present.

## LEGISLATIVE REQUIREMENTS

A National Quality Framework provides guidelines to support OSHCs to achieve the highest of standards in all areas of education and care. Details of The National Quality Framework can be found at [www.acecqa.gov.au](http://www.acecqa.gov.au). The Department of Education Early Childhood has been appointed as Queensland's Regulatory Authority to work closely with services to ensure the best outcome for families and children.

## FAMILIES AND COMMUNITY

### FAMILY INVOLVEMENT

Our service has an 'Open Door Policy' to authorised family members, which means you are most welcome to join in our OSHC program with your child.

A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or contributions you may have to add to the program.

Your involvement in the service can vary depending on your availability. Any contributions of time or donations (e.g. containers for collage, dress-up's, etc.), will be very much appreciated. Some of the ways you can become involved in your child's OSHC experience, include: sharing any talents/interests that you may have; demonstrating a skill that you may have such as cooking; carpentry etc. with the children; offering your professional knowledge with educators and children; supporting children in the experiences etc.

As parents of children enrolled at our OSHC, staff recognise that you are the primary educators and carers of your child. The participation of parents can help ensure that the service is responsive to the needs and wishes of families.

### PARENT/CARER RIGHTS

- To know that the service has in place, provisions for your child to participate in a safe and welcoming environment
- To visit the service prior to your child commencing, during the child's attendance and at other times, make a suitable time to discuss your child's progress with educators
- To view and contribute to the service's philosophy and goals
- To view and make suggestions that may inform *Policies and Procedures* that oversee the operation of the service
- To be involved in providing feedback
- To receive regular information from the service, be it by print, electronic media or other means that are deemed appropriate (e.g. to provide interpreter services to access documents where English is a second language)
- To collaborate and consult with staff regarding your child in a confidential environment
- To be provided in the enrolment package, the service's contact details, opening times, grievance procedures and any relevant governing authority information
- To receive information on workshops, functions and any other information which may be of benefit to your family or impact on care practices

- To receive updates on current research regarding health and safety practices (e.g. immunisation, sun safety, nutrition, best sleep practices etc.), child development and play, as made available to the service
- To express concerns in alignment with service *Policies and Procedures*, and have these addressed in a timely and respectful manner
- To be informed of confirmed contagious diseases that may have been identified at the service
- To be informed of emergency, and evacuation response procedures
- To access current information about community services and resources to support parenting and well-being
- To have access to the records and planning kept in relation to your child;
- To receive the 'Dealing with Medical Conditions Procedure' if your child has a medical condition that requires a management plan
- To view up-to-date information on staff qualifications, the name, contact details and position of the responsible person on duty, Nominated Supervisor, Approved Provider and Educational Leader
- To view and contribute suggestions that may inform the service's program
- To be involved in the ongoing *Quality Improvement Plan* process and view the outcome of this cyclic review process including the service's Assessment and Rating



### PARENT/CARER RESPONSIBILITIES/CODE OF CONDUCT

Parents/carers,

- Have a personal responsibility to enrich the service by their support and cooperation, utilising the structures offered for parental participation
- Have a responsibility to support the efforts of staff in maintaining a safe and respectful environment for all children
- Support the Christian ethos and values of Catholic Education – Diocese of Rockhampton
- Respect and accept the individuality of all children attending the service
- Engage with other children and all attending the service in a friendly and respectful manner
- Avoid inappropriate use of language, tone/volume of voice and/or physical contact with others whilst at the service
- Follow the service's Policies and Procedures e.g. Child Protection and Health and Safety Procedures
- Ensure the confidentiality and respect of children, educators and families as they engage in experiences at the service
- Follow the *Family Grievance Procedure* and notification of any incidents/concerns at the service
- If requested to leave the service by the Nominated Supervisor or delegate, please do so in a timely and respectful fashion
- Work cooperatively with staff in developing and implementing a Resolution Management Plan, as required
- To sign children in and out on a daily basis and to make sure no unauthorised person is sent to collect a child without first providing written approval

- To notify the service of any confirmed contagious disease or illness that your child may have been in contact with or has contracted
- To keep your child home if you are aware or ought to reasonably know that your child has, or may have, a contagious condition (Public Health Act s 161)
- To value the individuality and uniqueness of your child and other children attending the service
- To approach the educators if there is a concern involving another child
- To collect children by the service's closing time
- To notify staff of any medical/dietary or personal needs of your child through regularly updating your child's enrolment information in writing
- To notify the staff in writing of changes to or cancellations of bookings
- To make regular payments of fees and to ensure accounts are settled in full (and if applicable, pay any outstanding fees e.g. a late fee)
- To supply any medication required for your child
- To provide any specific dietary requirements that are not provided by the service (this may be negotiated with the service where they are able to make reasonable adjustments)

**With regard to the above Rights and Responsibilities, all stakeholders are encouraged to sensitively address any concerns, whilst respecting the dignity and well-being of all involved.**

It is essential that all such processes be undertaken in a respectful and professional manner. Signed and dated hard copies of all letters, meeting notes and records of conversations will be kept on file.

The Nominated Supervisor has authority to address behaviours and conduct which may include the decision to suspend or terminate an enrolment for any cause judged to be sufficient.

### COMMUNITY INVOLVEMENT

Where possible, our program includes events, celebrations, knowledge and cultural experiences from the wider community. We are very excited about exploring the unique cultures of all our families. Families are also asked to share their understanding of their local community with the service so that these can be embedded into the daily program.

### FAMILY CONCERNS AND FEEDBACK

The service welcomes family feedback and ideas for the future development of the program. Upon enrolment, parents are given written information encouraging them to develop open communication with staff. If parents wish to raise a concern, please advise the Coordinator as soon as possible so that all those involved can work together to find positive solutions. The Coordinator will organise a time that is convenient for all involved to discuss any concerns or feedback. If necessary, the Coordinator will arrange for an investigation into any complaint and take reasonable actions to resolve issues raised.

It is a parent's right to contact the service's management and the relevant government agencies if they have any concerns. All those involved in any grievance procedure are expected to behave in an appropriate manner. In order to ensure confidentiality and to respect the dignity of those

involved in the process, discussions relating to a grievance should not be discussed within the vicinity (hearing distance) of children or parents and staff not directly involved.

#### **Family Grievance Procedure:**

- If you, as a parent/carer have concerns pertaining to the service, you are encouraged to raise the matter with the Outside School Hours Care Coordinator.
- If your concern is not resolved, you can contact the Principal (Nominated Supervisor):
 

Address	181 Goondoon Street, Gladstone
Postal Address:	PO Box 1458 Gladstone 4680
Email:	sosg_oshc@rok.catholic.edu.au
Phone:	0417 614 316
- If you consider that the Principal is not able to adequately address the concern, you can contact, in writing, the Assistant Director: Administration, at 143 West Street, Rockhampton, Qld, 4700; Ph: 0749948000.
- In the event that you are not satisfied with the outcome, the following authorities may be of assistance:

#### **Department of Education Early Childhood Education and Care**

PO Box 15033  
CITY EAST QLD 4002.  
ecec@qed.qld.gov.au  
13 QGOV (13 74 68).

#### **Australian Children's Education and Care Quality Authority**

Address: Level 6, 175 Liverpool Street, Sydney  
NSW 2000  
Postal Address: PO Box A292, Sydney NSW 2000  
Email: enquiries@acecqa.gov.au  
Phone: 1300 422 327

From time to time, important information will be displayed for families at the service, school, Catholic Education or parish newsletters. In our designated parent information area you will find a selection of brochures and fact sheets on various topics relating, but not limited to, child development, child protection, health and nutrition, bullying, inclusion, diversity and community resources.

All families have access to our online Family Portal where relevant information is available regarding parenting, child development, environmental considerations etc.:

<https://sites.google.com/rok.catholic.edu.au/rok-elc-family/home>

We also encourage parents to view our collections of pictures, learning stories and other items of interest created by the children and displayed throughout the service.

## OUR CHILDREN

### RESPECT FOR CHILDREN

Our OSHC is a place where the children, Educators and parents are respected for their individual differences and the unique qualities each and every one of them make to our community of learning. Our daily programmed-experiences are appropriate for the development and enjoyment of each child and acknowledge that all children are on their own journey.

The dignity and rights of the child are respected at all times. The service promotes positive relationships and citizenship and therefore supports children in making responsible decisions and choices.

Physical, verbal or emotional punishment including corporal punishment or discipline that humiliates, frightens or threatens a child is totally unacceptable and is not permitted or justified as a means to guide behaviour at our service.

Educators endeavour to:

- Provide an environment that enhances the mental and physical health of the child, stimulates the child's involvement in experiences and encourages self-esteem and a sense of achievement
- Provide support for children to make responsible choices through a decision-making process
- Provide children with uninterrupted play periods where they can become fully involved in and complete their projects
- Ensure that interactions with the children are always genuine, equitable and sensitive.
- Encourage the child to learn about their own rights and develop a respect for the rights of others including showing empathy towards others
- Ensure instructions are age appropriate and from a strengths-based approach e.g. "Please walk," instead of "Don't run!"
- Provide security by displaying a collaborative routine
- Ensure confidentiality when discussing children's learning and development
- Follow the Policies and Procedures of the service

We ask that families support these approaches whilst at the service.

### INCLUSION AND DIVERSITY

Educators endeavour to:

- Provide a variety of experiences that encourage the participation of all children
- Support each child's social and emotional well-being through the provision of responsive and genuine interactions with educators and peers
- Offer opportunities for success and also challenges in the OSHC environment
- Cater for children from all cultural backgrounds including any routine considerations, food provisions and additional communication requirements
- Provide a wide variety of educational resources to support learning and development
- Support the inclusion of children with disabilities and learning support requirements to ensure the child's best interests are central to all decision-making (parents are also asked



to work collaboratively with the OSHC educators to provide an opportunity for their child to engage in a positive OSHC experience)

- Liaise closely with families, and with permission, associated professionals including the school team, to provide appropriate adjustments where necessary to ensure all children have access to experiences

### CHILDREN'S RIGHTS

- To a supportive environment where they are seen as unique as well as part of community
- To have fun and feel comfortable in expressing themselves so that they have a voice
- To be treated justly and with courtesy and respect
- To be connected with and contribute to their world
- To be seen as capable of succeeding
- To be treated equitably
- To play and be challenged in a safe environment
- To contribute to and be involved in the program and the service's environment
- To be offered learning experiences that allow them to explore, create, develop, imagine, share and reflect



### CHILDREN'S RESPONSIBILITIES

- To interact with others in a courteous, respectful and empathetic manner
- To show care for their own belongings, those of others and of the service
- To cooperate within the community of learning to contribute as an active member and citizen
- To be active agents of change where they contribute to the program and offer suggestions to inform learning (with educators embedding appropriate learning and development considerations into the experiences)
- To follow, with the guidance of educators, the legislative requirements whilst at the service e.g. health and safety procedures

### CHILD CONCERNS

The service respects and supports all children's rights to express their concerns and grievances. Staff will actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the service's operation during planned and spontaneous activities.

**All contributions from children are respected, and where possible, embedded in the service's program. Children's concerns and feedback will be acknowledged and followed-up respectfully.**

### ANTI-BULLYING/ HARASSMENT

All children have the right to attend the service, free from bullying and/or harassment by others. Families of children who are found to be bullying or harassing others will be asked to work collaboratively with educators to form a 'Positive Resolution Management Plan' to support their child to develop socially appropriate behaviours. This may include reviewing the enrolment

status/attendance at the service, as all members of the community have a right to feel safe within the service environment.



### CHILD PROTECTION AND REPORTING

Child protection is everyone's business. As adults, we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their welfare. Catholic Education in the Diocese of Rockhampton seeks to continue its adherence to legislative requirements and duty of care to children by a commitment to the implementation of child protection strategies and procedures. If families and/or educators have any concerns regarding child protection, they are encouraged to contact the Principal or the Student Protection Officer at the Catholic Education Office: 0749948000.

Additional resources can be found on our Family Portal:

<https://sites.google.com/rok.catholic.edu.au/rok-elc-family/home>

All staff at our service hold a current Positive Notice Blue Card from 'Blue Card Services' (Department of Justice and Attorney-General, Qld) and have undergone a criminal history check.

As part of the Law and employment in Catholic Education, Child Safety Procedures require all educators in OSHC to report any suspicion or evidence of harm to a child. Under the Law, the Police and Child Safety conduct investigations of this nature. This is not the role of our staff. Therefore, staff will be directed by these authorities in the event of an incident regarding serious child safety concerns.

### TOYS & PERSONAL ITEMS

Children and families are strongly requested not to bring toys or personal items to the service. **The staff take no responsibility for loss or damage to personal items.**

If children bring items from home in consultation with parents, we will endeavour to provide a place for appropriate storage. Due to child safety, we ask that all electronic devices, such as laptops, remain at home, or handed to staff to store for the duration of the period of attendance.

### ENROLMENT

The service is required to maintain a record of each child's details to ensure the safe and appropriate education of children, and compliance with legislation. Children may enrol into any OSHC at the commencement of the year the child is to start their formal school year. Our OSHC also accepts enrolments from children of kindergarten age, once they have commenced in the kindergarten program.

Children may enrol into a service at any time during the school year if a vacancy is available.

Children will not be automatically enrolled into the school or kindergarten located nearest to the service. Families will need to make arrangements with the school for enrolment of their child/children.

Families will be contacted when a place becomes available at the service, and asked to complete an Enrolment Form and Payment Form for each child enrolling at the service.

All information contained in enrolment documentation will be treated in accordance with the Catholic Education Diocese of Rockhampton *Privacy Policy*.

### SIGNING IN/OUT

- A child may only leave the premises under the following circumstances:
  - a parent or authorised nominee (as identified on the child's enrolment form) collects the child
  - a parent or authorised nominee provides written authorisation for the child to leave the premises
  - a parent or authorised nominee provides written authorisation for the child to attend an excursion
  - the child requires medical, hospital or ambulance treatment, or there is another emergency
- All children will be signed in and out by a parent or an authorised person (as identified on the child's enrolment). Educators of the service are also authorised to sign your child in and out of Catholic Education centres/services/schools on your behalf (refer to *Terms and Conditions of Enrolment*).
- In addition, the authorised person signing a child in or out in the method used by the service must: Note the time; print their name; and sign using signature, digital signature or pin
- Responsibility for the child by service personnel begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by a parent or an authorised person
- Our service offers an electronic signing in/out of children via a device housed at the entrance of the service. Please ask the staff for guidance, should you require the operation of this program

### FEES

**Our OSHC is a not-for-profit service.** Therefore, it is important that families support the OSHC by keeping up-to-date with fees. We ask all families to pay via our **automated direct debit system.** The preferred Fees Payment Policy is for fees to be paid in advance.

- All service fees are paid by **automatic direct debit** from a nominated bank account or credit card, according to the direct debit form you complete on enrolment. New enrolments will not be accepted without a completed and signed direct debit form
- The payment period will be defined by the payment frequency selected by the family on the direct debit form (e.g. fortnightly or monthly); Payments will be required at that interval from the start date nominated on the direct debit form

Routine (permanent) Bookings are when a child attends on regular booked days. Fees will be charged one week in advance and the corresponding payment amount debited from the nominated payment method.

Casual bookings are when a child attends on an irregular basis. This depends upon availability of vacancies for any one session. Casual bookings are not available for kindergarten age children. Fees will be charged retrospectively based on attendance and the corresponding payment amount debited from the nominated payment method. Authorisation by the Early Learning & Care

Coordinator to operate outside this procedure is required. This authorisation will be reviewed at the end of each quarter, or the end of each School term.

- Overdue payments will be manually processed on a future date as agreed by the Nominated Supervisor. This future date must not exceed the next automatic payment date.
- An account becomes overdue if it is not paid according to the terms agreed to on the automatic direct debit form.

Catholic Education Office in Rockhampton is available to support you with fee enquiries (0749948095).

### CANCELLATIONS

Cancellation of a routine (permanent) booking, including Vacation Care, will require two weeks' notice. All associated fees for the two week period will be paid before leaving the service.

Cancellation of a casual booking will require 48 hours' notice. Where this notice is not received, the service reserves the right to record this attendance as an absence and require payment of associated fees.

Exemptions to the above: bookings or cancellations may be approved in exceptional circumstances at the discretion of the Nominated Supervisor of the service, through written application.

Should the service need to cancel an enrolment, the Coordinator/Nominated Supervisor will follow the cancellation of an enrolment procedure as per the *Fee Procedure*.

### FINANCIAL ASSISTANCE

If experiencing financial hardship, Payment Plans are available, please speak with the Coordinator/Nominated Supervisor for further information

The following information may support families who require additional assistance with fees:

- Grandparent Child Care Benefit – families where the grandparent is the primary carer
- Special Child Care Benefit – families experiencing hardship
- Work, Training, Study Test for Child Care Benefit

### ORIENTATION



Orientation for your family and child may include information about the following: participation of families in the service's program, sign in/out procedures, fee payment options, location of the parent area, location of relevant documents, introduction of educators, and the family code of conduct and parent concern procedures. Supporting your child in transitioning into the program through orientating them as to the routine, location of experiences, identifying their interests, mentoring/buddying them with a peer, etc.

**If required, service information and other relevant community information can be translated.**

Please speak to our educators if you require this for yourself or any member of your family.

## HEALTH & SAFETY

The service's Health and Safety Procedures will be adhered to by everyone entering the premises. The Nominated Supervisor will ensure the service is a safe and healthy environment. This is in accordance with the Work Health and Safety Act & Regulations 2011.

### Families and visitors will be expected to:

- Be accountable for their actions and be willing to cooperate in supporting a healthy and safe environment at the OSHC
- Be accountable for the health and safety of children
- Observe and practise personal safety while at the service
- Report any unsafe situations or faulty equipment to the Coordinator or educators at the service
- Report any serious injury, dangerous occurrence or near miss to the Coordinator or educators as soon as practicable
- Avoid actions that have the potential to place at risk their health and safety or others

### HANDWASHING

Hand washing is one of the most important aspects of “infection control” in all activities of life. Families are welcome to use service hand washing facilities at any time.



### NUTRITION

Our service endeavours to provide a variety of nutritious food such as:

- plenty of vegetables, beans and lentils
- fruit
- breads, cereals, rice, pasta, noodles (mostly wholegrain), and other grains like oats and barley
- milk, yoghurt and cheese

We ask for suggestions from children and families into the planning our menus.

During vacation care periods when children bring their own food, the service encourages food and drinks that are nutritious and enjoyed by the children (see <http://www.nutritionaustralia.org/> for further details on healthy eating options).

Fresh water is available at the service at all times.

The service will encourage positive learning experiences during meal/snack times where appropriate food habits are developed in an appealing, social environment. The service will offer opportunities throughout the year for children to experience food from different cultures through cooking activities. Food from home will not be reheated/cooked by the service due to health and safety guidelines.

**Please see our *Nutrition Procedure* for further information.**

### SPECIAL DIETARY NEEDS AND ALLERGY AWARENESS

The service is supportive of special dietary requirements of children. Parents are encouraged to discuss their child's needs, including but not limited to, any food allergies, cultural or religious beliefs. The service staff will attempt, where reasonable and practicable, to meet your child's dietary requirements. Families may be asked to supply food for their child's specific dietary requirements.

A regularly updated list of children who have special dietary requirements will be placed in the food preparation area for staff reference.

Due to the serious allergic reaction that some products pose to some of our children, we strongly recommend families familiarise themselves with any allergens identified on our Alert Posters (displayed at the entrance to our OSHC – where applicable). We cannot guarantee that a child will not be exposed to allergens, but we will attempt, where it is reasonable and practicable, to put appropriate controls in place.

### REST & RELAXATION TIME

In OSHC, we provide time and places for rest and relaxation, through many different forms including meditation activities, puzzles, quiet reflective music, storytelling etc. For kindergarten age children, planned rest periods are incorporated into our program and parents are required to provide a sheet to cover mats so that children can take time-out during their busy OSHC day.

### MEDICATION AND MEDICAL PLANS

Medication will **only** be administered if it is accompanied by an *Authorisation to Administer Medication Form* signed by a person who is authorised, and is:

- in its original container, bearing the original label and instructions and before the expiry or use by date
- with any written instructions provided by a registered medical practitioner.
- Parents are responsible for ensuring any updates are provided to ensure the staff are aware of any changes to care plans.

In addition:

- All medication will be kept by the staff and stored in a safe place.
- Parents are required to provide written confirmation outlining when the last dosage of medication was administered.
- All medication will be administered and witnessed by an educator.
- All unused medication will be returned to parents (authorised person) on collection of children.
- Should your child require ongoing medication e.g. asthma relief etc. please provide the educators with a copy of a care plan signed by a medical practitioner.
- Emergency medication such as an auto-injector or asthma puffer is to be supplied by families (spares are kept at the service for emergencies only).

## ILLNESS AND INFECTIOUS DISEASES

Children, who develop symptoms of an infectious illness or condition, will be isolated from contact with other children as soon as the symptoms are detected. Parents will be contacted for immediate collection. Children will be monitored by staff. Any child with symptoms of an infectious condition, when being signed in by parents or on collection at the school, will not be accepted until all symptoms have abated or until a written clearance from a Doctor (in accordance with the National Health & Medical Research Council's Recommended Minimum Exclusion Periods) is sighted.

Such symptoms may include the following:

- Elevated temperature, flushed colouring, unusual pallor
- Coloured nasal discharge or repeated, severe coughing
- Stomach ache, vomiting or diarrhoea
- Red or discharging eyes or ears
- Undiagnosed skin rashes, sores or swellings
- Unusual activity levels, irritability, restlessness or fussy listless behaviour.

## SUN SAFETY

All who work and play at the service are encouraged to be sun safe. We have in place certain measures to ensure that the children are protected from over exposure to the sun, (such as those outlined on the [Queensland Government website](#)):



- Avoiding playing in the sun at high-risk times of the day
- Wearing a hat with a wide brim
- Applying high protection (30+) sunscreen to skin when exposure to UV is high– instructions on the sunscreen will be followed (the service provides sunscreen although parents may also choose to supply sunscreen for their child)
- Wearing a shirt, which covers the shoulders and upper back (i.e. collared shirts preferred)

Children are recommended and encouraged to:

- Wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory).



## TOBACCO, ILLICIT DRUG AND ALCOHOL-FREE ENVIRONMENT



Consuming illicit substances and alcohol is not permitted on the service's premises including school entrances and car parks during operational hours.

The service respects the need to provide a healthy and safe workplace and to ensure that children, staff and families enjoy fresh air. In accordance with legislation (National Law: Section 167; National Regulations: 82–83), this service is a tobacco, illicit substance and alcohol-free environment and no person may use these substances on these premises.

## EMERGENCY RESPONSE PROCEDURES

To ensure the health and safety of all those who attend our service, we will conduct regular emergency response training procedures. Part of this process is to empower children to learn about keeping safe in a variety of contexts.

## PROGRAMMING

### PROGRAMMING

Our OSHC is committed to providing a quality program where every child's physical, emotional, spiritual and social needs are met in a safe, caring and supportive environment.

Our Service delivers a Program, which aligns with the Australian Government's National Quality Framework "My Time Our Place". The Framework aims to maximise learning outcomes for children who participate in OSHC programs and offers guidance to educators on specific areas to support children in their learning and development. The Framework is a play and leisure-based curriculum, which offers opportunities for children to be active and empathetic citizens in their ever-changing and evolving worlds.



*Meaningful play and leisure:*  
a context for learning through which children organise and make sense of their social worlds, as they engage actively with people, objects, ideas and the environment.

Children at our service have access to a wide variety of stimulating, developmentally appropriate activities, including indoor and outdoor opportunities. Educators aim to collaborate with children and their families to provide meaningful play and learning opportunities that support their wellbeing and development. Children have choice and control over their learning as they are supported by educators.

A daily program will be displayed within the service for families to offer their contributions. Services welcome family contributions to aspects of the programming including: evaluation of the program, through their suggestions, donations of resources, equipment, and participation in experiences.



The programs will be evaluated regularly and will include feedback, suggestions and input from parents, children, staff and the community. Programs are designed to meet the changing needs of the children and are flexible. Included is information collected from parents via regular and ongoing conversations with families, the Enrolment Form, Family interviews, Child Portfolios etc.

### EXCURSIONS/ INCURSIONS

OSHC programs, at times, include excursions into the local and wider community, which extends the program by offering new learning experiences, in differing social contexts and interactions with those in the community. We also offer children opportunities where we bring outside experiences into the service (incursions). Excursions will consider the age, interests and abilities of the children, and therefore will not include kindergarten or Prep age children. Going on an excursion is intended to make connections for children with what is a focus in the OSHC program.



### QUALITY IMPROVEMENT PLANS

The aim of the service is to work through a process of ongoing review and improvement to achieve high quality standards across the OSHC. Our Quality Improvement Plan (displayed at the entrance to the service) is a gathering tool to record all the strengths and areas for improvement in the OSHC. We ask that our families participate in the collation of this document by engaging in any way they are able throughout the year.

The regular review and update of policies and procedures, handbooks, the service's philosophy, the program and various processes involves all our OSHC stakeholders.

Current ratings for each Quality Area in the National Quality Standard and the overall rating of the service will be displayed for families to view at the entrance to the service.

## FAMILY WEBSITE RESOURCES OF INTEREST

Please click on the title and it will link to the desired site.

- [Brain development and Well-being](#)
- [Lifting our Game – Latest research on the importance of preschool](#)
- [Parents and Friends Federation](#)
- [Queensland Government Support Page on Raising children](#)
- [Early Childhood Australia Resource Page for Parents](#)
- [The Early Years Count](#)
- [Foundations for success](#)
- [Triple P Positive Parenting Program \(Free service\)](#)
- [Reading to Children](#)
- [Nature Play Webpage](#)
- [Reading to Children from a Young Age](#)
- [Being sustainable in the home](#)
- [Family and Child Connect is a free service to help you with the challenges of parenthood](#)
- [Child Protection Mandatory Reporting](#)
- [Kidsafe](#)
- [Parents' Rights under the Law](#)
- [Stronger Families Connect](#)
- [1800 RESPECT \(National Sexual Assault, Domestic and Family Violence Counselling Service\) 1800 737 732, 24 hours 7 days](#)
- [You can contact Family and Child Connect on 13FAMILY or call 13 32 64.](#)
- [National Action Against Bullying for Parents of Children in the Early Years & For older children](#)
- [KidsMatter Developing Children's Social and Emotional Skills](#)
- [KidsMatter Creating a Sense of Community](#)
- [Save the Children Website](#)
- [Immunisation App to reminding dates for immunising children](#)
- [Raising Children Network](#)
- [Poisonous plants list - a list of those plants that are not suitable for children as they may prove hazardous/poisonous](#)
- [National Poisons Information Centre 131 126, 24 hours 7 days](#)
- [Healthy Kids Fact Sheets](#)
- [Caring for children's ears](#)
- [Child Care Finder Website](#)
- [Get up and Grow Resources & Family Handbook](#)
- [Lunch Box Ideas - Get up and Grow](#)
- [Sun Safety - ideas to support families in protective behaviours about the sun](#)
- [Nutrition Australia Fact Sheets - healthy food options for children and families](#)
- [SIDS Support Page - latest information for parents on safe sleeping practices for babies](#)
- [ACECQA WEBSITE \(Starting Blocks\):](#)
- [ACECQA We Hear You Portal](#)
- [Translated Resources – National Quality Framework](#)
- [National Quality Framework](#)
- [Australian Department of Human Services](#)