



Grand Avenue State School

P & C Association

Outside School Hours Care

Family Handbook



Date of Review: August
2025

Welcome

We welcome your family to the Grand Avenue Out of School Hours Care (OSHC). The OSHC service provides care for school-aged children from the Grand Avenue School Community.

We believe that Out of School Hours Care (OSHC) is a valuable and an integral part of Grand Avenue State School and the local community providing a fun, caring and secure environment which caters for the social, emotional, physical, cultural and developmental needs of children.

Grand Avenue OSHC is a non-profit organisation operated on the Grand Avenue State School site adjacent to the courts. The service runs Before School Care, After School Care, Vacation Care and Pupil Free Days, and is licensed for 225 children.

We look forward to providing the best possible level of care for your child during their time at our Service.

Contact Details:

Leadership Team: Susan Hayman – Service Manager/Nominated Supervisor
Devon Munn – Assistant Manager
Brittney Trask – Assistant Manager/Educational Leader
Marnie Nottingham – Senior Educator

Telephone: 3278 9830

Email: oshc@grandavenuess.eq.edu.au

Bookings: oshcbookings@grandavenuess.eq.edu.au

Approved Provider

Grand Avenue State School P&C Association

P&C President: Jessica Watson

P&C Secretary: Emma Lund

P&C Treasurer: Melissa Meitlzer

Email: p&c@grandavenuess.eq.edu.au

Hours of Operation:

Before School Care: 6:15am – 8:45am

After School Care: 2:45pm – 6:00pm

Vacation Care: 6:15am – 6:00pm

Pupil Free Days: 6:15am – 6:00pm

Fees:

Before School Care \$23.00

After School Care \$26.00

Vacation Care \$60.00

Pupil Free Day \$60.00

*Incursions/excursions may incur an extra cost

***Child Care Subsidy (CCS)** will be applied if applicable to reduce your bill. Further information can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy>



Important Phone Numbers

Family Assistance Office for Child care subsidy enquiries Ph: 136 150

National Immunisation Information Line
Ph: 1800 671 811

Australian Taxation Office: Ph: 13 28 61 (Rebates)

Early Childhood Education and Care (ECEC)
Information Service Ph: 13 7468

Complaints about quality or compliance – ECEC–
(07) 3028 8064 [Contact us](#)

Grandparent, Foster and Kinship Carer Advise Line
1800 245 965

Online Services – My Gov – need help with My Gov
Account - 132 307

Health Info and Advise from Registered Nurse – 13
43 25 84

Parentline – Free counselling and support - 1300 30
1300

About our Service

Grand Avenue OSHC is an Approved Service under the Education and Care Services National Law Act 2010 and National Regulation 2011 and is regulated by the Queensland Department of Education and Training – Early Childhood Education and Care. Grand Avenue OSHC must comply with this Act and Regulations in regard to the requirements relating to activities, experiences and programs, educator qualifications and educator to child ratios.

We are committed to the principles of the National Quality Framework and the process of quality improvement and the National Quality Standard.



Our Philosophy

At Grand Avenue OSHC we are proud to acknowledge the Jagera, Yuggera and Ugarapul peoples as traditional custodians of the land on which we stand.

We are committed to providing a safe, inclusive, and engaging environment where every child feels welcomed, valued, and supported.

We believe in the power of fun and play-based learning, where children are encouraged to explore their interests, build friendships, and develop life skills in a relaxed and enjoyable setting.

Our service celebrates the richness of our multicultural community, fostering a sense of belonging and respect for all cultures, backgrounds, and abilities. We aim to create a space where diversity is embraced, and every child's identity is honoured.

We actively promote community engagement by building strong partnerships with families, the school, and local organisations. These connections enrich our program and help children understand the importance of collaboration, empathy, and contribution to the wider world.

At Grand Avenue State School OSHC, we strive to nurture happy, confident, and compassionate individuals through meaningful experiences in a safe, inclusive, and fun environment.

Safety: We believe that all children have the right to feel safe and secure.

Our aim is to:

- Provide a happy atmosphere
- Build safe and secure relationships between children and educators
- Provide an environment where each child is able to play and learn in a safe way

Connection: We believe that life is better when you are a part of a community

Our aim is to:

- Provide Opportunities for children to work collaboratively in group settings
- Build positive and supportive relationships between staff, children and parents
- Provide opportunities for our OSHC community to connect through different events.

Fun: We believe in having fun

Our aim is to:

- Provide an environment that facilitates opportunities for children to learn through play
- Provide ample opportunities for children to facilitate their own play experiences.
- Provide resources that will allow us to successfully engage in play experiences together and as individuals.

National Quality Standard

As an Education and Care service we are rated and assessed upon 7 quality areas. The National Quality Standard (NQS) is designed to promote the best possible level of education and care by outlining elements that best support children's development and safety. The service develops a Quality Improvement Plan that outlines the services strengths and key improvements which is used for assessment and rating process by the Education Standard Board. The service encourages every possibility for families, especially children to share feedback to our service.

Program

Our educators plan age appropriate programs which include the skills and knowledge that children need in the five Learning Outcomes. We focus on supporting your child to develop skills for life. Educators are happy to meet with parents and share feedback and information about your child's progress and wellbeing.

My Time, Our Place (MTOP), the Learning Framework for School-age care in Australia, focuses on three interconnected elements: Learning Outcomes, Principles, and Practices. Within all our programmed learning experiences, there are direct links to one or more of the five Learning Outcomes, as well as aspects of the Principles and Practices within the Framework.

The following are the specific Learning Outcomes which guide our educational program.

Outcome 1:

Children have a strong sense of identity

Outcome 2:

Children are connected with and contribute to their world

Outcome 3:

Children have a strong sense of wellbeing

Outcome 4:

Children are confident and involved learners

Outcome 5:

Children are effective communicators

The following Principles in the MTOP Framework underpin our practice, as we focus on working in partnership with children to support development.

We focus on:

- Secure, respectful and reciprocal relationships
- Partnerships
- High expectations and equity
- Respect for diversity
- Ongoing learning and reflective practice

1.1 Policies and Procedures

Grand Avenue OSHC has an extensive Policy and Procedure manual. This document will be made available to you to read upon request. For easy reference a copy is kept at the sign in/sign out area.

In this Family Handbook we provide a snapshot of policies which will affect you and your family during your time with us.

1.2 Enrolment and Orientation

Parents/guardians are required to fully complete an enrolment form before any child is to attend the service. This enrolment form is renewed every year. The Service Manager is happy to meet with new families to discuss any questions or concerns you may have regarding our service. Each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the service and be given a rundown on basic operations such as staffing and programming.

If your child has additional needs, the following items will be discussed at initial meeting:

- Level of support the child requires
- Duration of support
- Training required for educators
- The safety of all children enrolled
- Environmental factors
- Sources of information and resources/support services that will ensure the best possible care of your child.

This information will help us to meet the needs of your child and, where possible, seek assistance from specialist support workers. All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained.

See ***Policy 9.2 Enrolment & Orientation Policy*** and ***9.3 Family Communication & Participation Policy***

1.3 How we communicate with Families

We have a number of ways we communicate with you as a family. These include regular news posts on Facebook, a communication book and Kidsoft iParent Portal, iCheckin messaging at the sign in/sign out area, telephone, email and, of course, we are always available for meetings or a chat if you have something you wish to discuss.

We welcome your feedback and provide a communication book in our parent area.

1.4 Respect for Children

The best interests of the child are our paramount concern at Grand Avenue OSHC and our service endeavours to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service

See ***Policy 2.1 Interactions and Relationships with Children***

1.5 Child Protection

Grand Avenue OSHC adheres strictly to the rules and guidelines regarding Child Protection. Staff members at Grand Avenue OSHC are offered regular training in Child Protection procedures and notification processes.

Child Protection matters encompass;

- Physical abuse
- Sexual abuse
- Neglect
- Psychological harm
- Ill-treatment

All staff members are mandatory reporters in Child Protection matters. Our full policies relating to Child Protection are contained in Grand Avenue OSHC Policies.

See ***Policy 2.5 Child Protection and Mandatory Reporting***

1.6 Priority of Access and Non-Discriminatory Access

This Service endeavours to ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We primarily provide care for primary school age children between Prep and Grade 6 attending Grand Avenue State School.

This Service follows the priority of access guidelines set down by the Commonwealth Department of Family and Community Services.

- | | |
|------------|--|
| Priority 1 | a child at risk of serious abuse or neglect |
| Priority 2 | A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999 |
| Priority 3 | Any other child. |

1.7 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in ***Policy 10.8 Privacy and Confidentiality of Records***. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Service Manager about accessing these records.

1.8 Parent Code of Conduct

Parents shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children.

Acceptable conduct shall include, but not limited to:

- Appropriate language
- Calm and considerate tone

Parents **shall not** be permitted to discipline, verbally or in any other way, the children of other families. Should a parent have an issue or concern regarding the conduct of another child, they should discuss this with the Service Manager.

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

The Police may be notified if parent conduct within the Service is threatening or violent.

1.9 Staffing

Educator qualifications and child: educator ratios are in accordance with or better than those set out in the Education and Care Services National Regulations 2011. Children are actively supervised by staff at all times.

At the Service	1 educator for every 15 children
On excursions	Individual risk assessments are written for each excursion. Educator/child ratios are then implemented. Commonly the ratio will be 1:8 for excursions and 1:5 for water based Excursions

The Management of Grand Avenue OSHC supports professional development for all members of staff. Staff employment and training procedures are used to ensure that the service employs suitable people.

See ***Policy 2.3 Educator Ratios and Active Supervision***

1.10 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Service Manager.

If this is not satisfactory, our P&C Executive will handle complaints. Contacts for P&C Executive are at the front of this Handbook.

Other avenues of communicating your suggestions or concerns are via the “Suggestion Box” at the sign in/sign out area, parent meetings, emails to the service manager at oshcmanager@grandavenuess.eq.edu.au or via regular surveys conducted throughout the year. Please feel free to discuss any issues at any time. We value and encourage your participation in our Service.

See ***Policy 8.18 Employee and Volunteer Grievance Policy***

1.11 Babysitting

GASS OSHC does not endorse staff and parent/guardians entering into a private babysitting arrangement outside of service hours and therefore we take no responsibility and / or accept no liability in relation to such arrangements.

1.12 Promoting and Protecting Human Rights

Grand Avenue State School OSHC and the Approved Provider have developed and will implement fair complaints procedure to address any claim made regarding where the service is alleged to have limited a person’s human right.

The P&C Association recognises where a complaint relates to unlawful human rights actions or decisions, it will be required to follow relevant Departmental policy and refer these complaints to the school’s Principal for further investigation and management.

See ***Policy 9.5 Feedback and Complaints***



Caring for your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made with the Service/Assistant Manager for any person other than those stated on the enrolment form to collect children from the Centre. Please advise persons collecting children that they will be required to provide proof of identity.

If children who are booked into the Service for After School Care have not arrived with 15 minutes of expected arrival time, the parent/guardian will be contacted on the numbers provided.

Parents and Guardians are advised that we deliver Prep and Grade One students to their classrooms every morning and pick them up every afternoon. Educators who collect children in the afternoons carry a modified roll of children for whom they are responsible and a walkie talkie. Should a child not be in their classroom, we will check with the class teacher, then notify the Centre Managers. Phone calls may be made to parents to confirm your child's absence. Fees may apply if this occurs.

Parents of children in Grades 2 to 6 are asked to advise their children to come to OSHC as soon as school has finished for the day. Calls may be made to the School Office and parents to confirm the child's whereabouts.

Please be advised you need to contact the Centre via email oshc@grandavenuess.eq.edu.au if your child will not be attending a booked session at Grand Avenue OSHC.

See ***Policy 2.4 Safe Arrival and Departure of Children***

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. If there is an emergency and you are unable to collect your child on time, please contact the Service. If your child is not collected on time, a late fee of \$2.00 per minute, per child, will be charged.

If the child is not collected by 6.30pm and emergency contacts cannot be reached, advice will be sought from the Police.

See ***Policy 10.4 Fees and Statements Bookings and Cancellations***

2.3 Cancellations

Before and After School Care: two full business days before the booking session time Commences – for example for you are cancelling BSC on Wednesday, parents must cancel prior to 6:15am on Monday.

Vacation Care: one full week prior to the booked session to avoid being charged a fee.

Excursions and Incursions once booked in **cannot** be cancelled.

See ***Policy 10.4 Fees and Statements Bookings and Cancellations***

2.4 Children leaving without permission

If a child leaves the Service in any circumstances and for any reason without permission, the staff will assess the situation immediately and will call a parent/guardian as quickly as reasonably possible. The Police may also be called.

See ***Policy 2.4 Safe Arrival and Departure of children***

2.5 Child Code of Conduct

As part of our commitment to quality care for all children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children to give them a sense of ownership over what happens within their space. The rules are displayed around the centre.

See ***Policy 8.9 Code of Conduct***

2.6 Custody

Parents/guardians who have custodial rights must provide a current copy of the custodial papers. Whilst every care will be taken to prevent a child being taken by an unauthorised person, our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken without authorisation, the police will be called immediately.

2.7 Safety

Evacuation plans are situated at the front door of the Centre and the side exit of the hall.

Evacuation drills are practiced regularly. Should you be present during a drill, your participation is required. Regular evacuation procedures give the children an opportunity to become familiar with the routine.

See ***Policy 7.2 Emergencies and Evacuations***

2.8 Health and Hygiene

Grand Avenue OSHC prioritizes children's wellbeing. To prevent infection spread, keep your child home until fully recovered from an illness.

Children with infectious diseases will be excluded from the service to protect others. We have limited facilities for sick children. Staff follow strict hygiene practices, and the centre is cleaned daily. Equipment is regularly checked for maintenance and safety.

For minor illnesses or injuries, staff will handle the incident and complete a report. Please sign the form after discussing the incident with staff.

Children and staff wear hats and appropriate clothing outside. Staff encourage sun protection by modeling behavior and applying sunscreen as recommended.

Grand Avenue OSHC is a smoke-free environment.
See ***Policy 4.1 General Health, Hygiene and Infectious Diseases***

SMOKING POLICY

**Grand Avenue State
School
Outside School Hours
Care
is a smoke-free
environment.**



2.9 Nutrition

Grand Avenue OSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children attending OSHC. The service encourages and promotes the health and wellbeing of children through providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

See ***Policy 5.1 Nutrition Dietary Requirements and Food safety***

NOTE: This service has children who have been diagnosed as at risk of anaphylaxis which can be life threatening. Such reactions may be the result of severe allergies to eggs, peanuts, tree nuts, cow milk, and shellfish. We strongly discourage children from trading or sharing food, utensils or food containers. To minimise these risks, we ask that you refrain from sending nut and egg products in your child's lunch box.

2.10 Illness and Injury

Grand Avenue OSHC actively strives to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible.

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

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

Infectious Diseases

Children with infectious diseases will be excluded from the service. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as Department of Health. Posters relating to exclusions are displayed on the wall in the parent information area.

PLEASE ENSURE EMERGENCY CONTACTS ARE UPDATED REGULARLY

See ***Policy 4.5 Incident Illness Injury and Trauma Policy***

2.11 Medication

Should your child require medication whilst in our care, you will be required to complete a "Authority to Administer Medication form", stating the medication name, dosage, dates, times, and manner to be administered. All medication must be supplied in its original container. If there is no pharmaceutical label on the medication clearly stating the child's name, it **cannot** be administered.

This includes all non-prescription such as Panadol or cough mixtures.

All medication will be administered by 2 staff members, (1 to administer the medication and 1 to witness). This will be recorded in the Medication Register. Parents will be notified via KidSoft that medication has been administered.

Children who become ill at the service will be provided with a quiet area to rest while their parents/guardians are contacted.

Parents are requested to advise the Service (via Enrolment Form) of their child's particular health needs, including medication.

If your child suffers severe reactions, asthma or anaphylaxis an action plan **must** be provided by parent/guardians and signed by health professionals.

See ***Policy 4.6 Medication Policy***

2.12 Sleep and Rest

The health, wellbeing and comfort of children attending OSHC includes access to sleep, rest and relaxation. The service will structure the environment, practices and program to ensure children needing or seeking calmer and quieter areas for play and leisure can access these when required.

Parents are welcome and encouraged to discuss and contribute to the planning of the program to ensure their child's individual sleep, rest and relaxation needs are met.

See ***Policy 4.3 Sleep and Rest***

2.13 Daily Routines

Routine plays an important role in successful school age care. It allows the Service to operate effectively and efficiently and makes for a more relaxed environment for staff, children and parents.

Routines provide consistency, help to prevent confusion, reduce behavioural problems and promote and ensure general hygiene practices.

Weekly programs are displayed on a wall in the centre. Children are consulted on a regular basis, through the children's interest group, to have input into future programming activities. Programs are regularly evaluated for success and level of interest for the children. Extension Activities are drawn from these evaluations.

Parent input and feedback is always welcomed.

2.14 Homework

Grand Avenue OSHC will provide adequate time, quiet space and supervision by staff to enable children to do their homework if they wish. Whilst we support the children in homework, staff are not expected to personally tutor each child.

See ***Policy 3.4 Homework Policy***

2.15 Breakfast and Afternoon Tea

Breakfast is available each morning and is included in the fee.

Afternoon tea is provided at after school care and is also included in the fee. Afternoon tea menus change each week. Menus are displayed at the front desk. Please remember to include any dietary or cultural necessities on our enrolment form.

See ***Policy 5.1 Nutrition Dietary Requirements and Food Safety***

2.16 Behaviour Management

The aim of Grand Avenue OSHC is to provide an atmosphere where children have positive and active experiences. We aim to provide an environment that minimises the potential for frustration and conflict. We believe children require guidance as to what to do, instead of

what not to do.

Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be permitted as a behaviour management technique.

Any child displaying unacceptable behaviour may be asked to complete a reflection sheet, during which time staff will explain the nature of the behaviour and why it is not acceptable. If unacceptable behaviour continues, parents will be contacted.

A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service.

See ***Policy 2.6 Behaviour Support and Management***

2.17 Damage to Equipment or Facilities

As part of everyday experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but to a malicious or intentional act of the part of a child, it may become an expense to the parent.

2.18 Excursions

Excursions are an important part of our program, with provision for enjoyment, challenge, new experiences, life skilling and a link between the Service and the wider community. Risk assessments and site inspections are carried out before excursions are programmed. Parents may view risk assessments at any time.

Written permission will be sought before a child may attend any excursion. Information on permission forms will include, but may not be limited to:

- The date of the excursion
- Proposed destination
- Times of departure and return
- Method of transportation used
- Activities to be undertaken
- Child: Staff ratio

All vehicles used in the transportation of children on excursion will comply with the appropriate legislation and regulation. A Risk Assessment for the excursion is available for your perusal. See ***Policy 3.5 Excursions***

2.19 Clothing

During Before and After School Care children will usually be dressed in school uniform.

During Vacation Care we ask that children wear comfortable, sun-safe clothing which will enable them to participate in activities. Closed in shoes are recommended and wide brim hats are required for outdoor play.

See ***Policy 2.10 Children's Property and Belongings Policy***

2.20 Children's property and belongings

The service will take no responsibility for technology devices, mobile phones or any other personal property or belongings, if they become lost or damaged.

We will however endeavour to:

- Actively encourage children to care for their belongings; and
- Remind children appropriately when belongings need to be placed in storage e.g. iPad in storage cupboard / or pocket, Lunch box into bag. All depending on the item.

Any grievances or concerns relating to lost, damaged or stolen property of the children shall be documented and followed up, in accordance with the grievance and complaints procedure.

2.21 Safe Use of Digital Technologies and Online Environments

Our service is committed to ensuring that children are safe and supported when using digital technologies and online platforms.

- **Children's safety and wellbeing come first.** All use of digital devices and online environments is closely supervised by educators.
- **Limited screen use.** Devices may be used for homework, research, or restricted leisure activities during set times, with all content required to be age-appropriate (G or PG).
- **Personal devices.** Children are not permitted to use mobile phones during OSHC sessions. If a child brings a device, it must be handed to staff on arrival and will be securely stored until pick-up.
- **Images and videos.** Photos or videos of children will only be taken by staff using service devices, with prior written permission from parents/guardians in accordance with our enrolment form permissions. Children's consent will also be respected. We have a policy in place for the safe destruction of images. Parents may also advise of specific requests.
- **Online safety and bullying.** We teach children safe and respectful online behaviours and respond promptly to any concerns about cyber safety or online bullying.
- **Family communication.** Parents can contact their child during OSHC by giving messages to staff to pass on via the service phone. Staff will not use personal devices for communication with families.

- **Social media.** The service's social media is managed carefully, with posts approved by management. Children's images or personal details will only be shared if parents have provided written consent.

This policy helps protect children's privacy, dignity, and safety in all digital environments. Families play an important role by supporting these expectations and raising any concerns about their child's digital wellbeing with the Nominated Supervisor.

2.22 Programming

A variety of supervised activities will be programmed for each day of Before, After and Vacation Care. Opportunities for unstructured and quiet play will also be provided. Our aim is to provide activities that develop each child's potential and that are developmentally appropriate.

The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning, and also to offer experiences that reflect the children's areas of interest.

Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator/Educational Leader is happy to discuss any aspect of the program with interested parents.

Our Weekly Program is displayed in our centre.

See ***Policy 8.2 Educational Leadership Policy***

2.23 Extra-curricular activities

We are here to support children who would like to access external activities conducted on school grounds before and after school which are organised by external parties. It is necessary for parents to complete an Additional Activities permission form to authorise this prior to children being released. Children may transition to and from the service to these activities e.g. soccer, AFL and other sports, dance, chess club, martial arts, music lessons etc.

Please see the Leadership Team for more information on how to arrange this.

Payment for Care

3.1 Payment of fees and outstanding fees

Grand Avenue OSHC aims to provide a quality service to families at an affordable price.

Currently fees are:

Before School Care:	\$23.00 per child, per morning
After School Care:	\$26.00 per child per afternoon
Vacation Care:	\$60.00 per child per day
Pupil Free Day:	\$60.00 per child per day

Fees must be paid for all the days booked to the Coordinator/Reception. Statements will be emailed weekly or on request. Please ensure we have your current email address on file. Accepted payment methods include Direct Debit, EFTPOS or Direct Deposit. Bank Details for Direct Deposit are on your weekly statement.

3.2 Overdue fees

If there are outstanding fees of over \$50.00, or where no payment has been made in 2 weeks:

- In the first instance, the Service Manager will remind the parent and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by the Service Manager will be sent;
- If no arrangements have been made the parent will be contacted by the Service Manager where the terms of payment are discussed and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;
- The Approved Provider will be responsible for approving suspension of enrolment of the child temporarily if the fees are not paid;
- A debt collection agency may be used if payment of fees has not been received.

See ***Policy 10.4 Fees and Statements Bookings and Cancellations***

3.3 Absence without Notice Fee

Parents/Guardians are requested to contact the service to advise of their child's inability to attend as soon as this is known, for child safety reasons. Notification by the parent must be in writing via email.

An Absence Without Notice Fee of \$20 will be applied for each session a parent/guardian fails to notify the service before the commencement of the After School care session and the service makes attempts to locate the child. The parent will be contacted and an additional fee will be charged, depending on whether or not the appropriate notice was given of the cancellation prior to the session of care.

See ***Policy 10.4 Fees and Statements Bookings and Cancellations***



Family Handbook Checklist

Welcome to Grand Avenue State School P&C OSHC service. Thank you for enrolling your child with us.

Our educators hold a wide range of qualifications and all hold a Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

We hope that you find this information package helpful and informative.

This Family Handbook outlines for you how our service is run.

Please use the checklist below to ensure you have received and completed the relevant information.

- Grand Avenue OSHC Enrolment Form
- Grand Avenue OSHC Family Handbook
- I have received the above information
- I have had the opportunity to have an interview with the Service Manager to discuss my child's enrollment and attendance at the Service.
- I understand it is my responsibility as parent/guardian to apply for Child Care Subsidy, and the Service will not be able to apply CCS to my fees until I have done so.
- I understand that if I have identified my child with Asthma or Anaphylaxis, I will need to provide a management plan and suitable medication.
- I understand a copy of the Grand Avenue OSHC Policies and Procedure Manual is available upon request.
- I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the Service immediately if this information changes.

Signed..... (Parent/Guardian)

Date.....

Service Representative.....