



Grand Avenue State School

P & C Association

Outside School Hours Care

Family Handbook



Contact Details:

Service Manger: Susan Hayman – Nominated Supervisor
Telephone: 07 3278 9830
Email: oshcmanager@grandavenuess.eq.edu.au
Bookings: oshcbookings@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
Public holidays	Closed
Christmas Break	To be Advised (Closed Christmas/New Year)

P&C Executive Details:

P&C President	Jessica Watson
P&C Vice President	Marcus Cosgrove
P&C Secretary	Melissa Meitzler
P&C Treasurer	Marcus Cosgrove
Email:	p&c@grandavenuess.eq.edu.au

Fees:

Before School Care	\$23.00
After School Care	\$26.00
Vacation Care	\$60.00
Pupil Free Days	\$60.00

* Incursions/excursions may incur an additional cost

Child Care Subsidy (CCS) will be applied if applicable.

Metro City Office, Early Childhood Education and Care
Department of Education and Training

P: (07) 3028 8064 | E: Metrocitey.ECEC@ged.qld.gov.au
Regional Early Childhood Manager: Mrs Helen Kenworthy



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 regards 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.

1.1 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.

Grand Avenue OSHC provides a safe, secure and supportive environment for children, parents, staff and all stakeholders, where open discussion is valued and encouraged.

Grand Avenue OSHC recognises freedom of choice in experiences, balanced with an age-appropriate program and opportunity to support child-initiated activities. Children are encouraged to participate and express themselves in all forms of play and leisure including imaginative, creative, active and nature play.

Grand Avenue OSHC values diversity and welcomes cultural input and participation from our families. A range of culturally diverse activities are offered to promote multicultural understanding and an awareness of the importance of Indigenous culture.

Grand Avenue OSHC supports children to become independent and confident members of the local and wider communities.

In all aspects of the Outside School Hours Care, Educators act as role models to support behaviour, nutrition and lifestyle goals and expectations for the children.

Centre Philosophy is displayed near the sign in/sign out area

1.2 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 referencing 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.

1.3 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. A meeting will take place on enrolment of your child. This provides an opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the first few weeks. 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.

Information will be required from the parent/guardian. Refer ***Enrolment Policy*** for details.

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 ***Enrolment Policy*** and ***Communication with Families Policy***

1.4 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 suggestion box at the Parent area.

1.5 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 ***Respect for Children Policy***

1.6 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 ***Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy***

1.7 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.

1.8 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Information Handling Policy**. 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.

1.9 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.

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

1.10 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 ***Educator Ratios Policy***

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 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 ***Complaints Handling Policy***

1.11 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 ***Promoting and Protecting Human Rights Policy***

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 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 Service Manager. 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 on 3278 9830 or via email oshcbookings@grandavenuess.eq.edu.au if your child will not be attending a booked session at Grand Avenue OSHC.

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 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 ***Arrivals and Departures of Children Policy***

2.3 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 *Arrivals and Departures of Children Policy*

2.4 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.

2.5 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.

2.6 Safety

Evacuation plans are situated at the front door of the Centre and the side exit of the hall. Evacuation drills are practised 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 *Drills and Evacuations Policy*

2.7 Health and Hygiene

The wellbeing of all children who attend Grand Avenue OSHC is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness.

All children who are suffering from an infectious disease will be excluded from the Service to prevent others being exposed to the infection. Grand Avenue OSHC has limited facilities to care for sick children.

Staff observe stringent hygiene practises and the Centre is cleaned daily. Equipment is routinely checked to ensure that it is well maintained, clean and safe for the children's use.

In the case of a minor illness or injury, a staff member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with staff to verify you have been advised of the incident.

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, including by modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen, which is reapplied according to the manufacturer's recommendations

Grand Avenue OSHC is a smoke free environment.
See ***Preventative Health and Wellbeing Policy***

2.7.1 COVID-19 Management

Steps to manage the spread of COVID-19 are seen to be generally consistent with the control of any other infectious disease. The service will act to limit the exposure and spread of COVID-19 at the service.

The service acknowledges the need for a coordinated approach to dealing with situations of infectious diseases in the community. The service will implement any public health directions or guidance published by relevant authorities.

The service will remain connected to information published by Queensland Health and other relevant and reliable sources of information. Our practices will reflect the most up to date recommendation and guidance.

2.8 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.

2.9 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. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account when administering all procedures.

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.

The Service Manager/Responsible Person in Charge will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified staff will administer basic First Aid.

PLEASE ENSURE EMERGENCY CONTACTS ARE UPDATED REGULARLY

See *Illness and Injury Policy*, *Preventative Health and Wellbeing Policy* and *Infectious Diseases Policy*

2.10 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 and 1 to witness).

This will be recorded in a Medication Register.

Children who become ill at the service will be provided 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 *Preventative Health and Wellbeing Policy*.

2.11 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 near the sign in/sign out area. 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.

2.12 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 *Homework Policy*

2.13 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 on the program. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Detailed information can be found in our ***Nutrition Policy***

2.14 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 ***Behaviour Support and Management Policy***

2.15 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.

2.16 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.

See *Excursions Policy* and *Transport for Excursions Policies*

2.17 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.

2.18 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 Service Manager/Educational Leader is happy to discuss any aspect of the program with interested parents.

The program is displayed near the sign in/sign out area

See ***Educational Program Planning Policy***

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 \$21.00 per child per morning
- After School Care \$24.00 per child per afternoon
- Vacation Care \$54.00 per child per day (incursions/excursions may be extra)

These fees are subject to change.

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

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 Service Manager may exclude the child temporarily or permanently from further attending the Service if the fees are not paid;
- A debt collection agency may be used if payment of fees has not been received.

See ***Fees Policy***

Family Handbook Checklist

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

Your Service Manager is Susan Hayman. 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 enrolment 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 the 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.....