
Albany Hills

Outside School Hours

Care



Family Handbook

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Section 1

About our Service

1.1 Our Philosophy

Albany Hills Outside School Hours Care Service believes that all children have a right to develop to their full potential. We aim to incorporate experiences in the curriculum that recognise the uniqueness of each child. We will provide activities and have procedures in place that promote sustainability, where applicable, enabling children to observe and learn how these strategies offset the impact on the environment. Children are encouraged to contribute to the program and these contributions are incorporated into the weekly program.

Educators work alongside children in a safe and supportive environment that inspires children to seek out new challenges and experiences. The service offers opportunities to engage in activities that will challenge and develop skills whilst encouraging and supporting children to manage risks. Children are offered opportunities for decision making and leadership as well as individual and group activities. These are designed to foster positive self-esteem, confidence and build resilience, whilst encouraging independence, autonomy and the development of social skills.

At Albany Hills OSHC we acknowledge the traditional custodians of the land on which we operate. We recognise the many significant contributions of the Aboriginal and Torres Strait Islander community and their elders past and present. We acknowledge and respect the important role that all cultures play in our community.

We believe that all children in OSHC have a right to:

- Safe, secure and caring environments that compliments their home, school and community life.
- Supervision, encouragement and support from professional educators.
- Be heard, respected, valued and included.
- To be offered activities and opportunities that are equitable and inclusive regardless of gender, age, religion and cultural origin.
- Quality programs that offer a holistic approach to children's health, creativity, social and emotional wellbeing and physical development.
- Programs and resources which actively promote the acceptance and inclusion of diverse ages, abilities, interests, family structures and cultural heritage.
- Experiences which enhance independence, the development of life skills and build self-esteem and confidence.
- Participate in the planning and evaluation of the programmes.

We believe that all families with children in OSHC have a right to:

- Feel welcomed, be heard, respected, valued and included.
- Feel confident that their children are safe, supervised, happy and involved.
- Open and respectful interactions with staff and management.
- Comprehensive information about the service, their child/ren, staff and the program.
- Be recognised and respected as each child's primary care giver and the role they play being responsible for the overall upbringing, protection and development of their child/ren. Albany Hills will offer support and respect all parents.
- Consideration, support and respect for individual family circumstances and needs.
- Timely and equitable responses to issues.
- Quality services which actively promote the acceptance and inclusion of families of diverse abilities, traditions, structures and cultural heritage.
- A collaborative partnership between educators and families when developing and implementing behaviour management plans and strategies with children.
- Participate in the planning and evaluation of the programs.

Created: September 2013

Reviewed: January 2014, June 2015, July 2015, March 2016, June 2017, September 2018, February 2019

References: My Time Our Place, ECA Code of Ethics

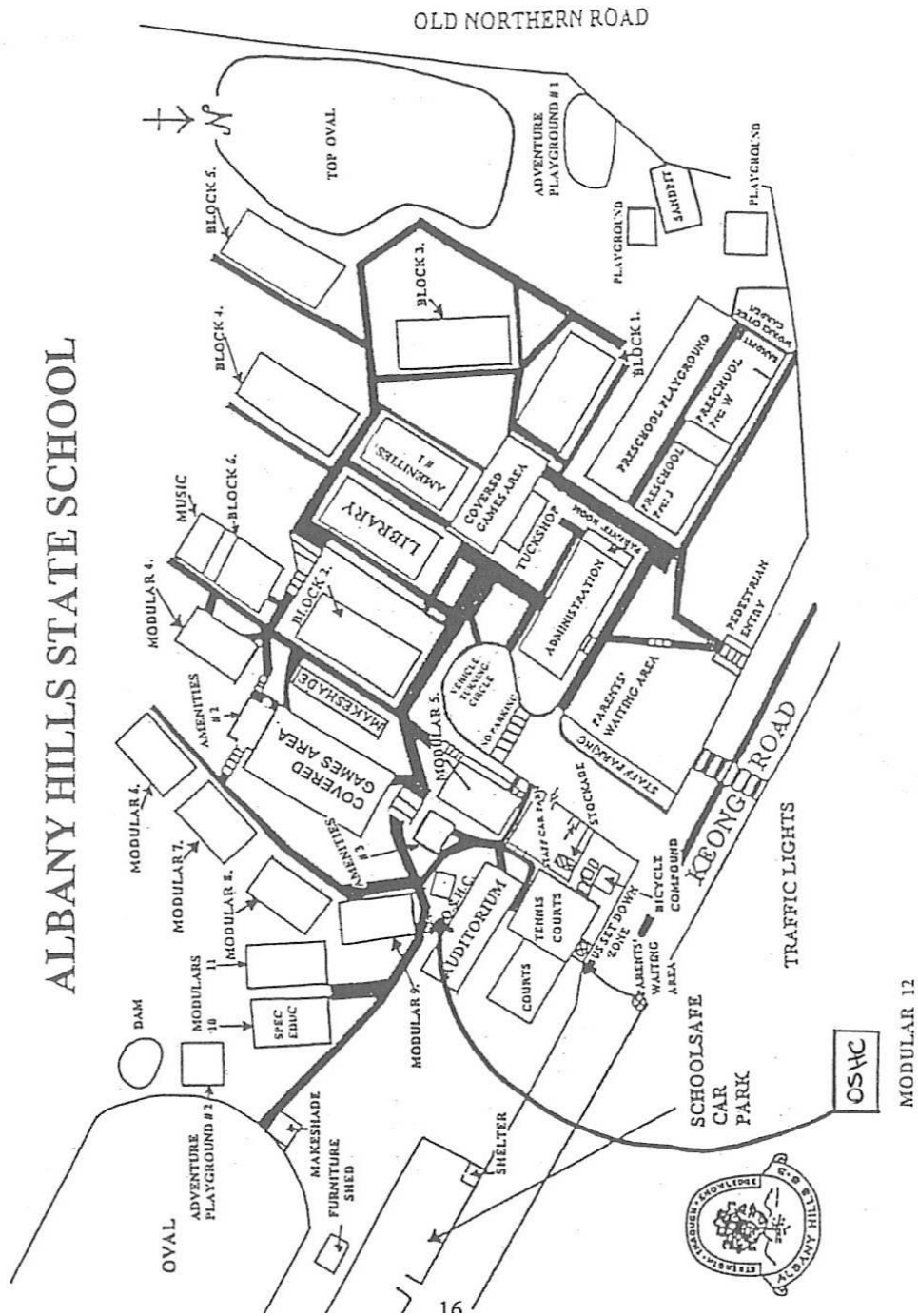
1.2 Our Goals

We have a number of goals on which our service is based. They are:

- For each individual child to develop an understanding of themselves and others
- For each child to develop emotionally, socially, physically, culturally and cognitively
- For each child to grow in independence, confidence and responsibilities
- For children to participate in independent learning through self selecting activities, enabling them to develop skills and knowledge appropriate to developmental age and stage
- For each child to feel as though they are participating and part of a team
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment
- For staff, children and families to develop a relationship based on trust and respect
- To reflect a diverse cultural perspective and show acceptance
- To provide a program which responds to individual and group needs and interests
- To provide an environment where families have the opportunity to contribute in the decisions and operations of the service
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support
- To regularly reflect on and re-evaluate all issues relevant to the operation of Albany Hills School Age Care, in open discussions with stakeholders to ensure a continuing standard of high quality care is offered.

1.3 School and service map

K. MAP OF SCHOOL



1.4 Our Sponsor/Licensee

Albany Hills Outside School Hours Care Program (OSHC) is sponsored by Albany Hills State School P&C Association.

Albany Hills OSHC is an approved service to care for up to 200 children. The service must comply with the Education and Care Services National Law Queensland Act and the Education and Care Services National Regulations. This includes the requirements regarding programs, activities and experiences, the numbers of staff members and children (child/carer ratio) and staff qualifications.

The service has been through the rating and assessing process. This is a process where the service's program and practices are assessed against the National Quality Standards. Our service received an overall rating of **'Meeting National Quality Standard.'** The service operates under the National Quality Framework and is guided by the 'My Time Our Place Framework'.

Policies and management issues should be directed to the Coordinator / Assistant Coordinators or the P & C Committee via the grievance policy outlined in this manual rather than through the Principal or school.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for families to participate in a number of ways, including surveys. Your participation not only allows you to have your say, but it is ensuring that our service is the best it can be.

1.5 Policies and Procedures

It is important that parents are familiar with the policies of the OSHC program. The following service documents are available for all parents to read. Please ask a staff member if you would like a copy:

- Policies and Procedures Manual
- Staff Hand Book.

Parents are encouraged to seek information at any time regarding the following:

- General descriptions of the activities and experiences offered at the service,
- Service philosophy on learning, child development outcomes and how children achieve these outcomes through participation at the service,
- Goals on skills and knowledge development within the program

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Details in this manual are correct at the time of printing. Policies and procedures are subject to change.

1.6 Enrolment and Orientation

Parents/guardians are required to complete an Enrolment and Confirmation of Childcare Agreement before any child is to attend the service. All families are welcome to visit the service for an orientation tour prior to attendance. This is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. Each newly enrolled family will receive a copy of this Parent Handbook detailing selected policies and conditions of enrolment.

Information will be required from the parent/guardian. It is important that you notify us of:

- All persons that may collect your child/ren.
- Emergency contacts.

- Allergies or medical conditions your child may have (Risk Minimisation Form to be completed prior to commencement).
- Any court orders that may relate to your child.
- Any change of contact phone numbers or address.
- Any special circumstances that may affect your child's care e.g. cultural diversity, special needs, unique family situations, health and dietary needs and learning, social and developmental problems.

If your child has additional needs, a meeting can be arranged between relevant parties (eg. Parents/guardians; Coordinator; occupational therapist, teacher) before the child commences.

Issues discussed will be:

- level of support the child requires;
- duration of support;
- necessary training of staff and volunteers;
- the safety of all children enrolled;
- environmental factors;
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, 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. It is in your child's best interest that these forms are kept up to date.

See Enrolment Policy & Communication with Families Policy

1.7 How we Communicate with Families

We have a number of ways we communicate with you as a family. These include notices by email, in the school Herald Newsletter and by notices placed on the sign out table or notice board. Posters and brochures are available throughout the service, relating to a number of subjects such as health and nutrition, to contact numbers for various community support groups, and general interest magazines.

Your feedback is important to us. We send out a number of surveys throughout the year and are happy to receive feedback at any time via email, phone or in person.

An OSHC newsletter is produced at least once a term to keep you informed of happenings at the centre. These are emailed or hard copies are available from the front desk.

See Communication with Families Policy.

1.8 Respect for Children

The best interests of the child are paramount at Albany Hills O.S.H.C. Our service endeavors to provide care that respects the child's dignity and privacy at all times. We consider children as unique and valued individuals. Children are to be considered and, as far as possible, involved in the ongoing development of the program, rules of behavior and the physical and aesthetic environment of the service.

See Respect For Children Policy.

1.9 Child Protection

Albany Hills O.S.H.C regards its role in the protection of children as the utmost importance. This includes the service's moral and legal duties to care for all children associated with the service whilst they are not in the care of their parents or primary carers. All staff have been made aware of the Promoting Protective Behaviour Policy and their responsibilities with relation to 'Mandatory Reporting.' Staff receive training for Handling Disclosures and Suspicion of Harm through their employment orientation and annual Child Protection training.

See Promoting Protective Behaviours Policy and the Reporting Guidelines and Directions for Handling Disclosures and Suspicion of Harm Policy.

1.10 Photos

On occasion your child may be photographed participating in the day to day activities. These photos may be used **within** the service on walls and displays as part of our programming process. The children take great pride in having their day to day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents will be consulted and be required to give written permission.

1.11 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 (Privacy and Confidentiality) 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 Coordinator about accessing these records.

1.12 Parent Code of Conduct

Staff are available for parents to speak briefly to at any time. Longer, more confidential appointments can be made to speak with the Coordinator or management team. If you wish to speak to someone other than the Coordinator you can follow the *Complaints Handling Policy* outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

We expect all parent to behave in a certain manner when within the service:

- **There will be no swearing or raised voices towards staff, parents or children when onsite including the school car park.**
- **Parents are not to approach children other than their own. Parents are not to speak to other children regarding any incidents that have occurred whether at OSHC or school. If this occurs parents will be asked to leave the service immediately.**
- **Staff members have the right to ask a person to leave the premises if they feel intimidated in any way**
- **Police will be called if person does not respond to request to leave the premises.**

1.13 Staffing

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Standards. Children are actively supervised by at least 2 adults at all times:

At the Service	1 staff member for every 15 children (of school age)
On excursions	1 staff member for every 8 children (of school age)
During water activities	1 staff member for every 5 children (of school age)

The management of the service supports in-service professional development for all members of staff and believes that it should continue throughout each staff member's career. All staff have first-aid qualifications and have a wide variety of experience in school age care, recreational activities, sporting or childcare settings. All staff members hold a current Suitability Card for Child Related Employment, issued by the Commission for Children and Young People.

Photos of staff are displayed so that you are aware of who is caring for your children.

Refer Educator Professional Development and Learning Policy and Educator Ratios Policy.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our management committee will handle complaints. Contacts for management committee are at the end of this handbook.

If further action is required, you may contact:

Department of Early Childhood Education and Care
Metropolitan Region - Nundah Regional Office
Metronorth.ecec@qed.qld.gov.au

Telephone: 36340532 Fax: 36340593

Address: Level 2 – 1231 Sandgate Road Nundah 4012
PO Box 3376, STAFFORD DC QLD 4053

The happiness and well-being of your child is our priority. We are continually reflecting and striving to improve the quality of care we provide. Other avenues of communicating your suggestions or concerns can be done by emailing the service directly, scheduling a management meeting, attending parent information sessions, completing one the service surveys or by speaking with the coordinator. Please feel free to discuss any issues at any time. We value and encourage your participation in our service as we believe it enhances the service we provide.

Refer Complaints Handling Policy.

Section 2

Caring for your child

2.1 Arrivals and Departures

Children must be logged in and out correctly each day by an authorised person on the iPad kiosks. Prior arrangement must be made with the coordinator 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 you require your child is to attend activities within the school grounds, a written authority (Extra Curricular Permission Form) must be completed. Staff may not be available to escort children to these activities at all times. Parents should consider this when enrolling children in these activities. The staff will not permit children to leave the service unaccompanied unless written authorisation is given detailing time of departure and destination. If children who are booked into the service for care do not present within fifteen minutes of expected arrival, parents/guardians will be contacted on the numbers provided.

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren 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, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

Refer Arrivals and Departures Policy.

2.2 Late Collection Fee and Non Notification Fee Payable

Late Collection Fee

We ask for your co-operation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for staff. If there is an emergency and you are unable to collect your child on time, please contact the service as soon as possible. If your child is not collected on time, a late fee of \$20.00 per family for the first 15 minutes and then another \$20 per 15 minute interval or part thereof. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Co-ordinator will contact the police to collect children who are still at the service.

Non Notification Fee – (NNF)

This fee is charged to families that do not notify us that their child/ren will not be attending OSH for afternoon care. We require notification in writing by email or the bookings and cancellations folder that a child will not attend after school care even if received after the cancellation cut off time for no charge of 9am the day of care booked. The NNF will be \$5 per family and will not incur any eligible rebates.

Refer Arrivals and Departures Policy.

2.3 Children Leaving without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

Refer Arrivals and Departures Policy.

2.4 Child Code of Conduct

As part of our commitment to quality care for the children at our centre, we have a behaviour management plan which outlines the OSHC rules and expectations for behaviour to ensure all children, educators, family and community members experience a positive time whilst at the service. The behaviour management plan is on display around the service for children to refer to and the educators will remind children of the plan during various times of the term and discuss expectations of behaviour.

Responsible Behaviour Plan for Students

OSHC RULES

Be Respectful
Be Responsible
Be Courteous
Be Safe

These rules are expectations for all students when at the Outside School Hours Care Service.

Below are the expected behaviour standards that children will adhere to during different activities and routines while they are at OSHC.

General Interactions	Meal Times	Play Times
Co-operative	Follow directions of educators	Follow directions of educators
Use manners	Use quiet voices	Be safety conscious
Respectful	Sitting during meal times	Wear hats for outdoor play
Tidy	Rubbish will go in bins	Don't go out of bounds
Independent	No running in meal areas	Walking on cement areas
Punctual	No Playing	Never leave an area without asking an educator first.
Responsible		
Helpful		

2.6 Safety

Evacuation and lockdown plans are situated in the entrance and exit areas to the service. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and lockdown drills are practiced regularly and should you be present during a drill, please participate. Regular emergency practices give the children an opportunity to become familiar with the procedure and expectations. All service fire fighting equipment is serviced every six months.

Refer Policy Group 7 Emergencies and Workplace Harassment and Bullying Policy.

2.7 Health and Hygiene

The wellbeing of all children who attend the service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and staff, and prevent the spread of infection, please keep your child at home until they are fully recovered.

Staff observe stringent hygiene practices throughout the day and the service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use.

In the case of a minor injury or illness, 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.

Children and staff will wear hats and appropriate clothing when outside. Staff will encourage children, by modeling correct behaviours, to avoid excessive exposure to the sun. The service supplies sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations.

Albany Hills State School grounds is a smoke free environment.

Refer Health and Wellbeing Policies.

2.8 Illness and Injury

The service actively strives to avoid injuries occurring 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 is acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the service. This is for the safety and well being 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.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. First aid qualified staff will administer basic first aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. The cost of any medical care is the parent/guardian's responsibility. Please ensure emergency contacts are updated on enrolment forms regularly.

Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.

2.9 Medication

In the case of your child/children requiring medication whilst in care, please supply written authority stating the medication name, dosage, dates and times to be administered. All medication must be supplied in its original container with the child's name clearly printed on a chemist label. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered. All medication will be administered by the Coordinator or staff member

nominated by the Coordinator and will be recorded in a medication log which will be signed off by a witness.

If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the service, guardians and health professional to ensure immediate action in the case of an incident. Please ensure service is aware of any conditions by detailing them on the enrolment form.

Refer Health and Wellbeing Policies.

2.10 Daily Routines

Children are logged into or out of the service via our iPad kiosks. If your child/ren have not yet had breakfast they may have a complimentary breakfast supplied by the service. Breakfast is available until 7.45am. Morning routine can consist of children completing home work, reading, playing board games, craft, watching appropriate TV or playing in the undercover area or multi-courts. All school age children leave the centre at 8.30am. Prep children are walked to their rooms by educators.

Children are logged into the service by a staff member upon presentation after school. A light, nutritious snack will be served on arrival, followed by a variety of activities such as homework, cooking, craft, science, dramatic play, construction, sports and free play.

2.11 Homework

The service will provide a quiet space with adequate time for homework to be completed daily. Homework will be supervised by staff to enable children to ask for help with their homework if required. Whilst we support the children in homework, we do not take responsibility for the completion or signing off of completed work.

Refer Homework Policy.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning tea and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavor to expose the children to cuisine from a variety of cultures. Fresh water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural).

Breakfast is provided for children between 6.30am and 7.45am. The children have a choice of toast, cereals, water and another drink option daily. A full menu for the week is available in the kitchen for viewing.

Morning tea (vacation care only) and afternoon tea is provided and will include a variety for children to select from. Food offered may include: sandwiches, fruit, yoghurt, cheese and crackers, vegie sticks and dips, or baked treats prepared by the children.

During Vacation Care we ask that you provide a nutritious lunch (unless otherwise stated on the program) with plenty of healthy snacks and a bottle of water for your children. Morning and afternoon teas will be provided.

All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behaviour Management

The aim of Albany Hills School Age Care is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavor to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique.

Educators will follow the Responsible Behaviour Management Plan when working with children displaying behaviour that is not acceptable at OSHC. The plan is as follows and works in close conjunction with the schools behavior plan and its expectations.

Responsible Behaviour Steps:

Step 1 – 1st Warning from educator on behaviour and reminded of rules.

Step 2 – 2nd Warning from educator on an unacceptable behaviour on that same day.

Step 3 – Time to reflect upon behaviour away from area or activity

Step 4 - Discussion with coordinator or responsible person in charge and an incident report completed and signed by parents.

Step 5 – If behaviour continues a Blue Card or Behaviour Notice will be issued to the child and they will be responsible for presenting to parents upon pick up.

Step 6 – If behaviour does not improve a Red Card will be issued and a parent meeting will occur and possible exclusion from OSHC may occur.

Please refer to the full plan on display around the service.

Refer Behaviour Support and Management Policy.

2.14 Damage to equipment or Facilities

As part of every day 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 can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

2.15 Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time they may be required to complete tasks pertaining to the course they are undertaking including general observations of the children, service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies and will need to have a blue card.

Refer Volunteers Policy.

2.16 Excursions

During vacation care the children are taken on excursions as part of the OSHC vacation program. Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community.

Parents are required to complete a vacation care booking form and sign excursion permission slips for each vacation period. On excursions children will generally always travel by bus to and from the excursion destination. The buses used may or may not be fitted with seat belts. Excursions will incur an extra cost and you will be advised in advance of the amount. This extra cost for the excursion will be added to your weekly account. New prep children will be unable to attend excursions in January of the year they commence prep. They can however attend the vacation care program on days offered at the service. Alternative care at the service is not offered during vacation care on excursion days.

Children are required to wear full closed in shoes, clothing with sleeves, a sun safe wide brimmed hat and water bottle for ALL excursions.

Refer Excursion Policy.

2.17 Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport. Buses used to transport children on excursions may not be fitted with seat belts however they will be requested upon booking.

Refer Transport for Excursion Policy.

2.18 Clothing

During before and after school care children will be dressed in school uniform. During vacation care we ask that children wear comfortable clothing, including tops with sleeves, which will enable them to participate in all activities. Clothing may get dirty during sport or craft activities, so please ensure your child has spare clothes available if required. Children must wear closed in shoes at all times when at the centre. Hats are always to be worn when outdoors. Please ensure that all of your children's belongings are labelled with their name.

Refer Sun Safety and Prevention Policy

2.19 Babysitting

The service does not encourage or endorse staff and parents entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

2.20 Programming

A variety of supervised activities will be programmed for each day of before, after and vacation care (e.g. cooking; painting; clay work; crafts; music; outdoor activities and excursions). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities and relax in a quiet and comfortable environment.

Our aim is to provide activities that develop each child's social, emotional, physical, intellectual, social, creative, life skills and independence. The program seeks to foster self-esteem and confidence in children by including their ideas into the program and provide experiences that encourage children to negotiate and cooperate in small groups.

The educational leader will happily discuss any aspect of the program with interested parents and appreciates parents input into the weekly program.

Refer Educational Program Policy.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home. Electronic items such as phones must be handed into the office on arrival and not used whilst at the service.

Whilst every care is exercised, the service assumes NO responsibility for damaged, stolen or loss to any item belonging to the children/person.

Section 3

Payment for care

3.1 Payment of fees and outstanding fees

It is our aim to provide a quality service to families at an affordable price. Our fee schedule is on the information page at the back of the handbook. The management committee will set fees based on the annual budget (*see Service Policy*) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and service Policies and Procedures. Parents will be notified of any changes to fees with a minimum of 2 weeks notice. Fees can be reduced with Child Care Subsidy. See 3.2 for more information.

Accounts are issued weekly and emailed to families. Payments can be made by eftpos or Direct Deposit. **CASH will not be accepted.**

We ask that you pay your fees promptly. Fees outstanding for more than two weeks may result in your enrolment being temporally terminated until all outstanding fees are paid.

A debt collection agency will be appointed to recover monies outstanding for more than four weeks. Contact coordinator to discuss payment of outstanding fees, confidentiality is assured.

3.2 Child Care Subsidy (CCS)

Most families are eligible for assistance with their childcare fees. You can apply for Child Care Subsidy through Centrelink by phone 136150 or the Department of Human Services on www.humanservices.gov.au

It is the family's responsibility to complete a Child Care Subsidy assessment and link their child/ren to the service to receive any eligible subsidies. All subsidies are paid to the service to decrease the fees charged. Full fees will be charged until such a time that we are advised of your eligibility. In some cases Child Care Subsidy may be backdated, in which case you account will be adjusted.

3.3 Bookings

At Albany Hills Outside School Hours Care we attempt to cater to all families with regards to days needed for care. It helps in our planning for staffing requirements and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days required due to changing works needs such as shift work. We cater to this with the offer of casual care at the service. We are happy to book casually and ask all booking requests to be done in writing as far in advance as possible.

We ask that bookings for regular care be in writing. This assists us in complying with staff / child ratios.

All bookings or cancellations must be received in writing by the either of the following methods:

- **Bookings and cancellation folder at the service**
- **Email**

3.4 Attendance / Cancellations

Please notify the Coordinator promptly if your child/ren will not be attending on a day. A fee charge will not be incurred if notice is given for care by the following times:

- Booking for **Before Care** must be received by 6pm the previous afternoon
- Booking for **After Care** must be received by 9am the morning of afternoon care

Vacation Care Cancellation Policy

All cancellations for days both at the centre and excursions must be received 2 full business days (weekends not included) prior to the booked day. Due to the costs involved with the planning and booking of Incursions, Excursions and Activities daily fees, including any additional costs for the day will be charged if cancellations are not received within the correct time frame. All cancellations are to be received in writing for vacation care by the following:

Booked Care Monday – Cancel by previous Wednesday 6pm

Booked Care Tuesday – Cancel by previous Thursday 6pm

Booked Care Wednesday – Cancel by previous Friday 6pm

Booked Care Thursday – Cancel by previous Monday 6pm

Booked Care Friday – Cancel by previous Tuesday 6pm

Sickness will not be considered to waiver the fees, unless a medical certificate is provided.

3.5 Allowable Absences

Families receiving Child Care Subsidy are allowed 42 days per financial year, per child, for 'allowable absences'. Once the 42 absent days have been used, the parent will be required to pay the full cost of care on any further absences.

IMPORTANT INFORMATION ABOUT OUR SERVICE & STAFF

All staff have or are in the process of obtaining the following:

- *Working with Children's Suitability Blue Card*
- *First Aid, CPR, Asthma & Anaphylaxis Training*
- *Child Protection Training*
- *Emergency Evacuation and Fire Protection Training*

STAFF MEMBER	POSITION	QUALIFICATIONS
Kym Connelly	Co-ordinator * Nominated Supervisor	Bachelor Social Science Human Services Associate Diploma of Education Children's Services
Nicholas Stephan	Assistant Coordinator & Educational Leader * Nominated Responsible Person	Diploma Children's Services
Darrell Millard	Assistant Coordinator * Nominated Responsible Person	Studying Bachelor of Education
Leah Adrian	Child Care Educator * Nominated Responsible Person	Certificate III in Children's Services
Robyn Jackson	Child Care Educator * Nominated Responsible Person	Certificate III in Children's Services
Adam Morrow	Child Care Educator * Nominated Responsible Person	Studying - Bachelor Education Primary
Christina Dempster	Child Care Educator * Nominated Responsible Person	Certificate III in Children's Services
Bianca Dark	Child Care Educator	Diploma Children's Services
Cathie Pratt	Child Care Educator	Grad Diploma Education
Maddison Salter	Child Care Educator	Studying – Certificate III Children's Services
Madeleine Brook	Child Care Educator	Studying - Bachelor Education – Secondary
Camilo Aristizabel	Child Care Educator	Certificate IV Youth Work
Maggie St John	Child Care Educator	Studying – Diploma Nursing
Harry Ryan	Child Care Educator	Studying – Bachelor Primary Early Years Teaching
Declan Ryan	Child Care Educator	Studying – Bachelor Education Secondary and Exercise Science
Emily Smith	Child Care Educator	Studying – Bachelor Education – Primary
Jocelyn Harrison	Child Care Educator	Studying – Bachelor Arts / Social Science
Taylor Moore	Child Care Educator	Studying – Bachelor Education – Primary
Constance Hynes	Child Care Educator	Diploma Early Childhood
Michelle Woods	Administration Assistant	

Albany Hills Outside School Hours Care is a school aged based care service, which has children from the ages of 4/5 years (preparatory school level) and on some occasions up to the age of 12/13years (year 7/8 school level) – as part of an integrated school aged program. This centre does extend its services to high-school aged children in certain circumstances and at the Co-ordinator's discretion. High school children are not eligible for Child Care Subsidy and will incur full fees.

The service is operated in the brick OSHC building adjacent to the main admin car park. Please note that car spaces are available for families to use for drop off and pick up during car park open hours. These hours are signed at the front of the school.

This service has interest based planning under the guidance of the framework, 'My Time Our Place'. A displayed program in the OSHC room can be viewed which pertains to activities which will be held during the week. This program can change dependent on weather conditions, availability of staff and resources.

You are encouraged to ask the Co-ordinator of this service or the staff for information relating to the following:

- Your child's enrolment at this service including the activities and experiences provided by the service
- The service philosophy about learning and child development outcomes and how it is intended or will be achieved, and;
- The goals about knowledge and skills to be developed through activities and experiences.

Albany Hills Outside School Hours Care

Site Address - Albany Hills State School Keong Road Albany Creek 4035

Postal Address - P.O. Box 238 Albany Creek 4035

Service Contact Details:

Co-ordinator: *Kym Connelly*

Assistant Co-ordinator / Educational Leader: *Nicholas Stephan*

Assistant Co-ordinator: *Darrell Millard*

Telephone: 3325-3204

Mobile: 0459 023 420 (excursions)

Email: albhills.oshc@bigpond.com

Website: www.albanyhillsoshc.com.au

Centrelink Contact 13 61 50

Website <https://www.humanservices.gov.au>

Hours -	Before School Care	6:30am – 8.30am
	After School Care	3:00pm - 6:00pm
	Vacation Care	6:30am - 6:00pm
	Pupil Free Days	6:30am - 6.00pm
	Public Holidays	Closed
	Show Days	Closed
	Christmas Period	To be announced (1 - 2 weeks each year)

Management Committee Contact Details -

Albany Hills State School P & C Association

PO Box 238

Albany Creek Qld 4035

pandc@albahillss.eq.edu.au

2019 Fees and Charges as at February 2019 (before Child Care Subsidy reductions)

Before School Care (includes breakfast): \$15.50

After School Care (includes afternoon tea): \$20.00

Vacation Care and Pupil Free Day (includes afternoon tea): \$50.00

Late collection fee applies after 6pm and is charged at the rate of \$20 per family for every 15 minute interval or part thereof, per family.