



Family Information Package

Family Handbook Check Sheet

Welcome to Freshwater OSHC. Thank you for enrolling your child with us. Our educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Your Coordinator is Samantha Atkinson (Advanced Diploma of Community Sector Management). We also employ a of Educators, photos of all staff are displayed in the parent sign in area. All educators employed at our service are trained in First Aid. Our educators hold a wide range of qualifications related to the care of children and all hold a current Suitability Card for Child Related Employment, issued by Blue Card Services (Queensland Department of Justice and Attorney General).

Freshwater OSHC (Outside School Hours Care) 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. Freshwater 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.

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

Enclosed are a number of forms and a Family Handbook which outlines how our service operates. Please use the checklist below to ensure you have received and completed the relevant information.

In package:

- Freshwater OSHC School Age Care Family Handbook
- Child Care Subsidy Information

- I have received all of the above information.
- I have had the opportunity to have an interview with the Coordinator to discuss my child's enrolment and attendance at the Service. I am satisfied that the interview, which included the opportunity for me to view the Service whilst operating, allowed me to express any concerns and voice any questions.
- I understand it is my responsibility as parent/guardian to apply to Centrelink for Child Care Subsidy, and the Service will not be able to apply CCS to my fees until this process has been completed.
- I agree to abide by the Freshwater OSHC Policies and Procedures on the School Website.
- I have completed the Enrolment form honestly and to the best of my knowledge. I understand I must contact the service immediately if information on this form changes.

Signed: _____ (Parent/Guardian)

Date: _____

Service Representative: _____

Position: _____

This form is to be photocopied and original retained by service.

Freshwater OSHC

10 Corkill Street
Freshwater
Queensland 4870

Contact Details:

Coordinator: Samantha Atkinson
Tel: 4058 0252
Mob: 0424 047 405
Email: oshckids@bigpond.net.au

Hours:

Before School Care	7:00am - 9:00am
After School Care	2:50pm - 5:50pm
Vacation Care	7:00am - 6:00pm
Pupil Free Days	7:00am - 6.00pm
Public Holidays	Closed
Christmas Period	2019 – 23 Dec 2019 to 6 th Jan 2020

Approved Provider Contact Details:

P & C President: Claire MacGuire P & C Vice President: Tamara Stafford & Amanda Graham
P & C Secretary: Tracy Stone P & C Treasurer: Peta Hornett

Fees and Charges (before Australian Government Child Care Subsidy is applied)

Before School Care (includes breakfast): \$17.00
After School Care (includes afternoon tea): \$21.00
Vacation Care and Pupil Free Day (includes morning and afternoon tea): \$6.00 per hour charged
in blocks of 5hr, 7hrs, 9hrs, & 11hrs Absences are charged at 5hrs

My Family Lounge (app)

Login / User name: _____

Password: _____

Remove this sheet and stick to fridge for easy reference!



Family Handbook

2019

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About our Service

1.1 Our Philosophy

The Service believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them.

We believe that the best interests of the children and their right to play as well as learn and develop in a safe and nurturing environment is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children.

The service adopts a culture of learning and reflective practice which enables us to support, inform and enrich our decision-making about each child's wellbeing and development.

We believe that children are active learners from birth and through rich, engaging environments and meaningful interactions we can build a foundation for successful lifelong learning.

We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and OSHC services to support their children and promote each child's health and wellbeing.

We believe that the intrinsic worth of all children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects of service delivery.

We believe that through working in partnership with children, families, communities, other services and agencies we can continually strive to find equitable and effective ways to ensure that all children have opportunities to experience a sense of personal worth and achieve outcomes.

The service believes that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.2 Our Goals

Freshwater OSHC has several goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care in Australia. Our goals are to encourage children to:

- **Have a strong sense of identity** – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviors by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – the service aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

1.3 Approved Provider

Freshwater OSHC State School P&C Association is the Approved Provider for Freshwater OSHC School Age Care Service. P & C meetings are held on the second Monday of each month in the Staff room, 6:00pm. The meetings have an agenda. Items for discussion can be submitted to the Operations Manager or member of the P & C executive up until 5 pm the day before the meeting.

Parent participation is encouraged throughout all aspects of the Service. From time to time we review aspects of the Service operations and program including its Policies and Procedures for which we ask for families to participate in a number of ways, including committees and surveys. Participation allows you to have your say and to ensure that our service is the best it can be.

A Strategic Plan including a Quality Improvement Plan (QIP) has been developed for our service. Key areas of current progress are discussed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the service are involved in the development and review of the Strategic Plan and QIP.

Policy and management issues should be directed to the P&C via the grievance policy outlined in this handbook.

1.4 Policies and Procedures

Freshwater OSHC has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service, and ensures operational and program practice is compliant with all relevant legislation. This manual is available for you to read on enrolment of your child. For easy referencing, a copy of the Manual is available on the school website.. Details in the Manual are kept up to date.

In this Family Handbook we provide a snapshot of policies, which will affect you, your family and individual child during their time with us. Policies and procedures are subject to change and parents will be notified of any changes.

1.5 Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child attends the Service. A meeting will take place on enrolment of your child. This is a fantastic opportunity to discuss with us what will help make your child's time with us enjoyable. 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 consultation with relevant parties e.g. parents/guardians, Coordinator, inclusion support professionals and/or teachers, will occur before the child commences. To ensure the best possible outcomes for the child, topics discussed will include:

- Level and duration of support the child requires;
- Necessary training of educators and volunteers;
- Safety of all children enrolled and environmental factors; and
- Sources of information, resources and support services

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.

You are encouraged to ask the Coordinator and/or educators for information relating to:

- Your child's enrolment at this service including the activities and experiences provided;
- The service philosophy about learning and child development in play-based settings and how it is intended positive outcomes will be achieved; and
- The service's program goals that develop your child's sense of identity and wellbeing, connection to their world, confidence and involvement and ability to communicate effectively with others.

1.6 How We Communicate with Families

We have a number of ways we communicate with you as a family. These include through daily conversations, emails, posts to the parent bulletin board and web site and including provision of a term newsletter. Information to assist with parenting is available on displayed posters and in brochures made available at the service. Information is provided relating to health, nutrition, child protection and community support. We provide these in a number of languages and can help with further contacts if needed.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box and confidential grievance procedure for all service users. We also have an open door policy so please don't hesitate to speak with the Coordinator if you have any concerns.

We are an Approved Service with the Queensland Department of Education and Training – Early Childhood Education and Care. The quality of our service practice has been assessed and rated against the National Quality Standard as part of the National Quality Framework. A certificate of our service rating is on display in the parent area including information on the Quality Areas and Standards as they apply to school age care.

1.7 Respect for Children

The best interests of the child are our paramount concern at Freshwater OSHC and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, 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.

1.8 Child Protection

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary carers. All educators have been made aware of current Child Protection Law, and of our service's Child Protection and the Reporting of Child Abuse Policies through induction and training procedures.

1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Freshwater OSHC. These photos may be used **within** the service on walls etc. as part of our programming process. The children take great pride in having their day to day experiences at our program documented this way. For these photos, those taken for use in any other project such as service marketing material and/or for the development of child profiles, parents will be consulted and will be required to give written permission.

1.10 Priority of Access and Non-Discriminatory Access

This service will 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. Priority for places at the service is given to primary school age children between Prep and Grade 6. We are able to provide care for early high school age children if places are available. Prep children are able to commence care from the first day school in which they will attend.

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

Educators are available for parents to speak briefly to at all times the service is open. Longer, more confidential appointments can be made to speak with the Coordinator. If you wish to speak to someone other than the Coordinator, contact can be made with the Approved Provider (see contact details provided in this Handbook and displayed in the parent area. For further information please refer to 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.

- **There will be no swearing or raised voices**
- **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 the person does not respond to requests to leave the premises**

1.13 Educators, Staff members and Volunteers

All educator qualifications and educator to child ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm. The ratio of 1 educator for every 15 children at the service will apply. Based on the risk assessments conducted, ratios for excursions may be set at a higher ratio e.g. 1 educator to 8 children.

The management of the service promotes and supports professional development for all employees. All educators have First Aid qualifications and have a wide variety of experience and qualifications in school age care, recreational, sporting and other childcare settings. Employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's Child Protection Policy. All employees hold a current Suitability Card for Child Related Employment, issued by Blue Card Services, Department of Justice and Attorney General in Queensland.

Photos of educators are displayed at the Parent Information area so that you are aware of who is caring for your children.

1.14 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, the Approved Provider of the service may be contacted directly to handle complaints. Contacts for the Approved Provider representatives are at the front of this handbook.

The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are via the 'Suggestion Box' at the sign-in desk, at regular P&C /Management meetings, parent information sessions or via regular surveys.

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.

Section

2

Caring for Your Child

2.1 Arrivals and Departures

Children must be signed in and out each day by the parent or authorised nominee. 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. Photo identification shall be required from all such authorised persons. In emergencies letters of authorisation can be emailed to the service.

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given and arrangements for delivery and collection of your child to and from these activities negotiated with the service this can be done via email. Educators may not be available to escort children to these activities due to the educator to child ratios. **Parents should consult with the coordinator before enrolling children in these activities.**

The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of duty of care. If children who are booked in to the service for care have not arrived educators will ascertain if the child was present in class then will endeavour to contact parents/guardian on the numbers provided.

2.2 Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 5:50pm or 6.00pm during Vacation Care. Late pick-ups are upsetting for the child and stressful for all educators. 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 \$10.00 will be charged immediately after 5.50pm/6.00pm, with a further \$10.00 payable every 15 minutes thereafter. The correct time will be recorded on kiosk. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police for further advice.

2.3 Children Leaving without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. **Refer Arrivals and Departures of Children Policy.**

2.4 Expectations of Children

As part of our commitment to quality care for the children at our centre, we have established some basic expectations for the children to follow. These have been developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service. For example:

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see supervisors (and they can see us) **at all times**
- We have the right to feel safe
- We say no to bullying
- We are active members of our community

2.5 Custody

Where custodial rights apply, this will be noted on the enrolment form and a current copy of the relevant court orders will be provided to the service. Ongoing consultation with custodial parents will be maintained and all staff will be informed of the arrangements as they apply.

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 educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police and custodial parent will be called immediately.

2.6 Safety

Evacuation and lockdown plans and instructions are displayed prominently near each exit of the service premises. We ask all parents, educators and children to familiarise themselves with the procedures.

Fire, evacuation and lockdown drills are practiced regularly each term. We ask that if you are present during a drill, please participate. Regular emergency and evacuation rehearsals give children and educators an opportunity to become familiar with the routine and planned procedures.

All service fire-fighting and first aid equipment is serviced every six months.

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 to 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 condition will be excluded from the service to prevent others being introduced to the infection. Please refer to the Time Out (Queensland Health) poster displayed at the service to identify the main infections conditions and periods for exclusion. For children who fall sick while in care at the service, the parents will be notified and will be requested to collect their child immediately.

Children and educators are encouraged to practice effective hand hygiene by washing hands with soap and running water before meals, food preparation activities and toileting. Hand rubs may be used where soap and water are not accessible. Educators and all staff members observe stringent hygiene practices and the service is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for children's use.

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

Children and educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear sunscreen which is reapplied according to the manufacturer's recommendations.

Freshwater OSHC is a smoke free environment.

2.8 Illness and Injury

The service 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 is acknowledged and will be taken into account in administering all procedures.

The Coordinator will promptly telephone a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic first aid. 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. Please ensure emergency contacts are updated on enrolment forms regularly.

Children with infectious conditions 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 recommendations from the Department of Health.

2.9 Medication

In the case of your child/children requiring medication whilst in our care, written authority from the parent/guardian stating the drug, dosage, dates and times to be administered will be required.

All medication must be supplied in its original container with a pharmaceutical label showing the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. If there is no PHARMACEUTICAL LABEL with the child's name on the medication, it will not be administered.

Separate forms are to be completed for children suffering from Anaphylaxis, Asthma, Diabetes and/or any other diagnosed medical condition. If a child has a severe reaction or other illness in which timing is vital, medical management plans and risk minimisation plans must be developed between the service, guardians and health professional to ensure immediate action in the case of an emergency event. Please ensure the service is aware of this by detailing on enrolment form.

All medication will be administered by the Coordinator or educator nominated by the Coordinator and will be recorded in a Medication Register which will be signed off by another witness.

Children who become ill at the service will be provided a quiet area to rest comfortably while their parents/guardians are contacted. Parents are requested to advise the service (via enrolment forms) of their child's particular health needs, including medication.

2.10 Daily Routines

Before School Care: Children are signed in by parents each morning. Breakfast is supplied by the service until 7:30am. A morning routine and program is offered which provides opportunity for children to engage in a variety of indoor and outdoor activities. such as completion of home work, reading, playing board games, arts and craft, sport and games. Children are signed out from the service by an educator at 8.30am. Prep children are walked up to their room by educators.

After School Care: Children are signed in by an educator immediately after school. A light, nutritious snack will be served following arrival. A variety of indoor and outdoor activities are offered daily from which children may choose such as cooking, craft, sports and music with opportunities for unstructured play available to all children. A quiet time and space is provided for homework (optional). Families must sign their children out from the service.

Vacation Care: Children are signed in and out from the service by the parent /authorised nominee. A menu and program of activities is developed and made available 4 weeks prior to the holiday period. A variety of indoor and outdoor experiences are planned from which children may choose and including opportunities to participate in excursions and incursions.

2.11 Homework

The service will provide adequate time, quiet space and supervision to enable children to do their homework if they wish. A home work book is kept at the sign in desk for parents to sign if they require their child to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work.

2.12 Breakfast, Morning and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast, morning 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. 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.

Our weekly menu for breakfast, afternoon tea and all foods provided during vacation care is displayed on the kitchen notice board. Detailed information about our **Food and Nutrition Policy** is available in our Policies and Procedures Manual, located on the website. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Coordinator. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

2.13 Behavior Management

The aim of our service is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimise the potential for boredom, 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 behavior through a supportive model, which includes effective supervision and role modelling, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of inappropriate behavior.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity, religious beliefs or abilities. Encouragement and appreciation of appropriate behavior will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behavior management technique. Any child displaying unacceptable behavior will be supported with positive behavior strategies. If unacceptable behavior continues, safe, quiet downtime spaces will be accessed to allow the child time and space to be calm and reflective with support from an educator. Parents will be notified and consulted with if disruptive behavior persists, support will be sought from the Approved Provider. A written report will be sent to the parents if unacceptable behavior continues. A child may be suspended from the program if unsatisfactory behavior threatens the safety or wellbeing of any child or other person in the service.

Rules of Behavior are developed in consultation with the children, families and educators.

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, a cost to the parent may be incurred.

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 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. **Refer Volunteers Policy.**

2.16 Excursions

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. Maximum safety precautions will be maintained and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken
- The educator to child ratio

Children are required to wear covered footwear and tops with sleeves for ALL excursions. Children MUST wear a broad brimmed hat and sun screen (provided by parents) at all times during outdoor activities. The service has a limited supply of hats and sunscreen for children who have forgotten theirs. Please check the Vacation Care program for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

2.17 Transport

All vehicles used in the transportation of children to and from the service and on excursions, will comply with the appropriate legislation and regulations (Transport Operations (Road Use Management) Act, 1995). Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

2.18 Clothing

During Before and After School Care children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so if you have a child who may possibly need more than one change throughout the day, could you please pack them.

Covered shoes and broad-brimmed hats will be worn at all times when playing outside. Appropriate clothing will entail the wearing of shirts/tops with sleeves and shorts not dresses or skirts.

2.19 Babysitting

The service does not encourage or endorse educators 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 Program planning

Our 'program' includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them 'time' and 'space' to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

A variety of activities and experiences are planned for each day of Before, After School and Vacation Care (e.g... cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play are also provided, including areas for children to withdraw from all activities. Planned activities are also designed to reflect the culturally diverse nature of our community.

The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out at the end of each Vacation Care period and regularly throughout the term can be used as a means to convey parent's and children's thoughts and input into the program. A current weekly program is permanently posted on the Parent Notice Board.

In order to ensure that programs effectively deliver the values, aims and objectives of the service, we regularly evaluate the structure, process and content of the programs, actively seeking feedback from parents, educators, children and the school community.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys, electronic games and/or mobile phones etc. The Coordinator/educators must be made aware that children have these items and they should be clearly named with permanent identification. Limits will be place on children's access to electronic devices. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any 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. The fee schedule is printed on the Family Handbook Check Sheet at the front of this package. Fees are set based on the annual budget (*see **Budgeting and Planning 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 2 weeks in advance of any changes to fees. An administration fee is charged to all families, at the beginning of term 1 each year.

Accounts are issued Fortnightly and payment is due **no later than the following Friday**. Payment can be made, by credit card or using our direct debit facility and Debit Success. Payments will be reflective on your statements

Fees outstanding for more than two weeks may result in enrolment being terminated until fees are cleared. Your child will then go onto the waiting list, re-attending the service when a place becomes available.

A debt collection agency may be appointed to recover outstanding money. Contact the Coordinator to discuss payment of outstanding fees. Confidentiality is assured.

Please check current fee structure on the front of your enrolment form. Fees can be reduced with Child Care Subsidy. Please contact Centrelink for your family's entitlement.

3.2 Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment made to the service on behalf of eligible families to assist with the cost of care. Families are required to pay the gap between the service fee and the subsidy paid, to the service.

It is the family's responsibility to contact Centrelink to ensure their eligibility for CCS which required an income and activity test. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

On a fortnightly basis, our service submits online attendance records for each child. Child Care Subsidy calculations are made based on family eligibility details and attendance information as reported by the service. Child Care Subsidies are paid directly to services and are itemised on the family account.

3.3 Bookings

At Freshwater OSHC School Age Care we attempt to cater to all families with regard to days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate, but due to the number of approved places allocated to the service, there may be some days we will have to refuse care to casual bookings.

All Casual bookings are made through the My Family Lounge app, please speak with the Coordinator should you have any concerns.

3.4 Attendance

Please notify the Nominated Supervisor/Responsible Person in Charge promptly if your child/ren will not be attending on a particular day or through the My Family Lounge app.

Fees will be charged if the appropriate notice is not given. Bookings must be cancelled within the prescribed timeframes to be eligible for a cancellation with no charge:

Allowable/approved absences will be used in all other instances, including absence due to illness.

3.5 Absences from Child Care

Families receiving Child Care Subsidy are entitled to an initial 42 absence days per financial year, per child. Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). Absence days cannot be recorded for a child before the child has begun care or after a child has left care.

3.6 Additional Absences

Once all the first 42 absence days have been used CCS will also be payable for absences taken for the following reasons:

- Illness (with a medical certificate)
- Temporary closure due to periods of local emergency
- Exceptional circumstances

Section

4

Important Contact Numbers

Centre Contacts

Freshwater OSHC Ph 07 4058 0252 Mob: 0424 047 405

Emergency Numbers

Police 000

Ambulance 000

Fire Station 000

General Departments

Centrelink 136150

Queensland Department of Education - Early Childhood Education and Care

FNQ Cairns 4037 3911