



# **Freshwater State School Outside School Hours Care (OSHC)**

10 Corkill Street  
Freshwater  
Queensland 4870

**Last updated 22/01/2023- Alana Porsbro**

### **Contact Details:**

Nominated Supervisor: Alana Porsbro  
Phone: 0400 905 502  
Email: oshc@freshwaterpandc.com.au

### **Operating Hours:**

Freshwater State School OSHC is open Monday to Friday. Session times are as follows:

<b>Before School Care</b>	6:30 am – 8:30 am
<b>After School Care</b>	2:50 pm – 5:50 pm
<b>Vacation Care</b>	6:30 am – 6:00 pm

Before and after school care operates during the school terms.  
Vacation care operates during the school holidays and on Student Free Days.

### **Approved Provider Contact Details:**

P & C President: Suzannah Jackson  
P & C Vice President: Erminia Calcagno  
P & C Secretary: Clara Mason  
P & C Treasurer: Tara Younger

admin@freshwaterpandc.com.au

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

<b>Before School Care - Permanent Bookings</b>	\$24.00 per session
<b>Before School Care - Casual Bookings</b>	\$26.00 per session
<b>After School Care - Permanent Bookings</b>	\$28.00 per session
<b>After School Care - Casual Bookings</b>	\$30.00 per session
<b>Vacation Care*</b>	\$70.00 per session
<b>Excursions and Incursions (Vacation Care)</b>	Fees outlined for individual events dependent on costs
<b>Non-Notification (Absent) Fee**</b>	\$10.00 per occurrence.
<b>Late Collection Fee**</b>	\$60.00 per occurrence.
<b>Account Refund Fee**</b>	\$15.00 per occurrence.

\*Indicative base fee only. Please refer to each vacation care program for actual costs.

\*\* Not eligible for Child Care Subsidy out-of-pocket fee reduction.

## Table of Contents

1.1 Freshwater State School OSHC Philosophy .....	4
1.2 Freshwater State School OSHC Goals .....	4
1.3 Approved Provider .....	5
1.4 Concerns, Complaints and Suggestions .....	5
1.5 Parent/Guardian and Visitor Conduct .....	5
1.6 Policies and Procedures .....	6
1.7 Respect for Children .....	6
1.8 Child Protection .....	6
1.9 Babysitting .....	6
1.10 Custody .....	6
1.11 Confidentiality .....	7
1.12 Enrolment and Orientation .....	7
1.13 Priority of Access and Non-Discriminatory Access .....	7
1.14 Communication with Families .....	8
1.15 Educators .....	8
1.16 Visitors and Volunteers .....	8
2.1 Daily Routines .....	9
2.2 Children's Property and Belongings .....	9
2.3 Sun Safety .....	9
2.4 Arrivals and Departures .....	10
2.5 Late Collection .....	10
2.6 Behaviour Management .....	11
2.7 Program Planning .....	12
2.8 Homework .....	12
2.9 Excursions .....	12
2.10 Damage to Equipment or Facilities .....	13
2.11 Food .....	13
2.12 Emergency Procedures .....	13
2.13 Injury, Illness and Trauma .....	14
2.14 Medication .....	15
2.15 Infectious Disease .....	15
3.1 Payment of fees and outstanding fees .....	16
3.2 Child Care Subsidy (CCS) .....	16
3.3 Bookings and Cancellations .....	17
3.4 Absences from Child Care .....	18
3.5 Additional Absences .....	18

# About Our Service

## 1.1 Freshwater State School OSHC Philosophy

Freshwater State School OSHC celebrates individuality and the plethora of diverse cultural and linguistic backgrounds of children within our care. We value the rich cultures of Australia's Aboriginal and Torres Strait Islander peoples, embedding traditional perspectives and practices within our intentional and spontaneous teaching moments. We believe that through the establishment of equitable expectations and a developmentally appropriate program children, will experience success, allowing their intrinsic worth to grow exponentially. At Freshwater State School OSHC we believe that play should be treasured as it offers a safe and supportive environment for children to practice social and emotional learning, developing their resilience, self-efficacy, wellbeing, and emotional intelligence. We believe that through the promotion of effective communication skills and reflective thinking practices, we can equip children to become confident individuals and active community members who challenge the norm and advocate for change. Freshwater State School OSHC believes that the development of meaningful relationships with children and collaborative partnerships with families and the community allows our service to provide a quality care environment for all children.

*Refer to Freshwater State School OSHC Philosophy Statement Policy 1.1*

## 1.2 Freshwater State School OSHC Goals

- **Children have a strong sense of identity** – Freshwater State School OSHC provides a safe and supportive environment which values individuality and nurtures the development of resilience, self-efficacy, and emotional intelligence.
- **Children relate to and contribute to their world** – Freshwater State School OSHC fosters an equitable environment, integrating the diverse cultural, linguistic and socioeconomic backgrounds of children to promote a sense of belonging and connectedness.
- **Children have a strong sense of wellbeing** – Freshwater State School OSHC encourages children to exercise positive decision making to experience success, satisfying their social and emotional needs.
- **Children are confident and involved learners** – Freshwater State School OSHC equips children with the necessary skills to become informed community members, reflective thinkers, and advocates of change.
- **Children are effective communicators** – Freshwater State School OSHC inspires children to be assertive and practice conflict resolution to express themselves efficiently and effectively.

*Refer to Freshwater State School OSHC Goals Policy 1.2*

### 1.3 Approved Provider

Freshwater State School P&C Association Executive Committee is the Approved Provider for Freshwater State School OSHC.

P&C Executive Committee



OSHC Manager



OSHC Team

Policy and management issues should be directed to the P&C Executive Membership via email at [admin@freshwaterpandc.com.au](mailto:admin@freshwaterpandc.com.au) following the complaints handling policy 9.5 outlined in section 1.4 Concerns, Complaints and Suggestions.

Parent involvement in the P&C Association and OSHC Subcommittee is encouraged to support the continual improvement of service facilities and operations. P&C meetings are held monthly on a Monday during the school term and are advertised in the school newsletter and on Facebook. Further information or expressions of interest relating to the OSHC Subcommittee should be raised with the OSHC Manager. Participation as a member of the P&C Association or OSHC Subcommittee is integral as it allows you to have your say in business operations and children's learning.

*Refer to Role and Composition of Management Committee 10.2*

### 1.4 Concerns, Complaints and Suggestions

Concerns, complaints or suggestions are encouraged to be directed to the Manager; however contact can also be made to the Approved Provider via the contact details provided in this Handbook and displayed at the service.

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. We appreciate your feedback and encourage families to utilise our suggestion box and participate in any surveys throughout the year. Participation in our OSHC Subcommittee and P&C membership meetings are additional forums to voice any concerns, complaints and suggestions.

*Refer to Complaints Handling Policy 9.5*

### 1.5 Parent/Guardian and Visitor Conduct

Freshwater State School OSHC Parent/Guardian and Visitor Code of Conduct state that upon entry to the service parents/guardians and visitors will:

- Address educators, children and others in a calm and respectful manner
- Refrain from swearing and shouting
- Refrain from approaching children within the service in a threatening or accusing manner
- Refrain from the mental or physical intimidation or harassment of team members

Educators have the right to ask a person to leave the premises if they feel intimidated in any way and police will be called in the instance where the request is not followed.

Freshwater OSHC is a smoke free environment.

*Refer to Parent/Guardian and Visitor Conduct Policy 9.8*

## 1.6 Policies and Procedures

Freshwater State School 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. In the Family Handbook a snapshot of Freshwater State School OSHC's service policies and procedures is provided. A complete copy is available electronically on the Freshwater State School OSHC web page or upon request at the service. Policies and procedures are subject to change and parents will be notified of any changes.

*Refer to Policy development, Sourcing and Review Policy 10.19*

## 1.7 Respect for Children

Freshwater State School OSHC acknowledges that it is the responsibility of all educators and visitors to treat children with respect and dignity at all times. Care at Freshwater State School OSHC focuses on the physical and mental wellbeing of children, equipping them with the necessary skills to become confident individuals and active community members who value and respect uniqueness.

*Refer to Respect for Children Policy 2.1*

## 1.8 Child Protection

Freshwater State School OSHC views its role in the protection of children within the service; their safety and wellbeing; with utmost importance. 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 guardians. All educators undertake mandatory annual Child Protection Law training and are informed of our service's Child Protection and the Reporting of Child Abuse Policies through induction and training procedures.

*Refer to Child Protection Policy 2.2*

## 1.9 Babysitting

Freshwater State School OSHC 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.

*Refer to Educator Interactions with Families policy 8.22*

## 1.10 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 team members 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.**

*Refer to Enrolment Policy 9.2 and Arrivals and Departures of Children Policy 2.4*

## 1.11 Confidentiality

All personal records will be stored securely and kept confidential. Information will be used in accordance with Freshwater State School OSHC's Information Handling (Privacy and confidentiality) Policy 10.8. You may request access to your child's personal records via the Manager at any time if you are the primary carer of the child's profile. No information will be given to any other person unless subpoenaed by the court or required by the Family Assistance Office for an audit.

All members of the Freshwater State School P&C Association Executive Committee and employees of Freshwater State School P&C Association are required to sign a confidentiality deed outlining the privacy and confidentiality requirements of the Information Handling Policy.

*Refer to Information Handling Policy 10.8*

## 1.12 Enrolment and Orientation

Parents/guardians are required to complete an online enrolment before any child attends the Service. Upon completing an online enrolment, you will receive a welcome email detailing the steps required to be completed in preparation of your child's first day of attendance and a copy of this Family Information Package. As part of this process, you will be invited to tour the service and meet with the Manager. This is a fantastic opportunity to discuss with us what will help make your child's time with us enjoyable.

If your child has additional needs, a meeting will take place with the Manager before your child commences. To help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. Topics discussed will include:

- Level and duration of support your child requires;
- Necessary training requirements for educators and volunteers;
- Environmental and safety factors; and
- Resources and support services that will ensure the best possible care of your child

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 the responsibility of the parent/guardian to ensure that any changes to information is communicated to Freshwater State School OSHC.

*Refer to Enrolment Policy 9.2 and Including Children with Special/Additional needs 2.11*

## 1.13 Priority of Access and Non-Discriminatory Access

Freshwater State School OSHC 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. Prep children are able to commence care from the first day in the year which they will be attending school. Where places are available, care can be provided for children who attend high school but are under the age of 13 or who attend a different primary school.

*Refer to Access Policy 9.1*

## 1.14 Communication with Families

Information from Freshwater State School OSHC will be communicated to parents through:

- The school and OSHC newsletter
- School Facebook page
- Xplor App
- Email correspondence
- Displays within the service building
- Subcommittee and General Meetings

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.

*Refer to Communication with Families Policy 9.3*

## 1.15 Educators

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. At all times children are actively supervised by at least 2 adults to ensure that they are protected from harm. In keeping with the Child to Educators Ratio policy 2.3 Freshwater State School OSHC rosters to the following ratio:

**Executive approved ratio  
During water activities**

**One team member to every 13 children  
One team member to every 8 children**

Through regular goal setting and bi-annual performance reviews, Freshwater State School OSHC identifies opportunities for professional development facilitating a supportive learning environment allowing educators to exceed in their jobs. Freshwater State School OSHC aims to exceed the expectations set out in the Education and Care Service National Regulations 2011 by providing annual H001 and tri annual H004 training for all educators. 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 the Attorney General in Queensland.

*Refer to Child to Educator Ratios Policy 2.3 and Educator Professional Development and Learning Policy 8.4*

## 1.16 Visitors and Volunteers

At Freshwater State School OSHC we accept students from local schools, TAFE's and universities to complete placement and volunteer work from time to time. All visitors to our service are required to operate within our philosophy and policies and as such no student, volunteer or visitor will be left in charge of a group of children.

*Refer Volunteers Policy 8.5*



# Caring for Your Child

## 2.1 Daily Routines

**Before School Care:** Children are signed in by an authorised person each morning. Breakfast is supplied by the service until 7:30am. The morning program is displayed in the service and includes a variety of programmed learning experiences providing opportunities for children to engage in indoor and outdoor activities. Children are signed out from the service by an educator at 8.30am. Prep children are transitioned to their classroom by educators.

**After School Care:** Prep children are collected from the Canopy where they are signed in by an educator and transitioned to the Tuckshop for Afternoon Tea. All other children are expected to transition themselves to the Tuckshop to eat Afternoon Tea and be signed in by an educator immediately after school. Afternoon tea comprised of a fruit platter and snack will be offered following arrival (refer to 2.11 Food). The afternoon program is displayed in the service and includes a variety of programmed learning experiences providing opportunities for children to engage in indoor and outdoor activities. An authorised person must sign the child out from the service.

**Vacation Care:** Children are signed in and out from the service by an authorised person. The program will be released to families in week 6 of the school term and displayed in the OSHC building. The vacation care program includes opportunities for children to participate in incursions and excursions.

## 2.2 Children's Property and Belongings

The family shall be responsible for providing the child with appropriate belongings and property required for active participation in the service. Such property includes (but is not limited to):

- Enclosed footwear;
- Sun safe clothing;
- Wide brimmed hat;
- Lunch box;
- Water bottle;
- Bag

We understand that children enjoy bringing personal items from home to use at the service, particularly toys and electronic games. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person including valuables such as jewellery.

*Refer to Children's Property and Belongings Policy 2.15*

## 2.3 Sun Safety

At Freshwater State School OSHC it is an expectation for children to wear broad brimmed hats whilst outside. We have a strict no hat no play policy in alignment with the school. Loan hats will be provided by the service however if a child fails to return the Loan Hat they will no longer be permitted to hire a Loan Hat. All Loan Hats are clearly labelled. Educators will encourage children, to wear sunscreen whilst at OSHC and reapply according to the manufacturer's recommendations. Sunscreen is always readily available to children at the hand washing station on the back veranda.

*Refer to Sun Safety Policy 4.8*

## 2.4 Arrivals and Departures

Children must be electronically signed in and out via Xplor each day by the parent or an authorised person. Sessions where a child is not signed in or out by the authorised person will incur a \$10 non-notification fee. Arrangements must be communicated via email for any person other than those stated on the enrolment form to collect children from the centre. Please advise any person collecting children who is not an authorised person on the child's profile that they will be required to provide photo identification upon collection and sign in/out using the manual sign in/out log. The manual sign in/out log is a backup in the instance that the electronic hub is down, i.e. WIFI outage, power outage.

Freshwater State School OSHC is licensed from 6:30am and as a result no child will be admitted prior to 6:30am. Children should not be dropped off at the school gates; they must be brought to the OSHC building and signed in by an authorised person. The service takes no responsibility for those children whose parents allow them to walk unsupervised to the OSHC building.

Educators will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure is provided via email indicating a release of duty of care. If children who are booked into 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 (See policy attachment 2.4.1 OSHC Arrivals and Accountability Procedure). In the instance where the child's booking has not been cancelled and the service makes attempts to locate the child, a non-notification fee of \$10 per session will be charged in addition to the prescribed fee for that session.

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

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

When children arrive at the service without a booking it is important to ensure that the duty of care is upheld by all parties involved. To this extent the service will:

- Follow school procedure by sending children to the office if they are not booked into service; and
- Communicate with the office by telephone or in person that the child has been referred to the office for collection by parents or guardians.

*Refer to Arrivals and Departures of Children Policy 2.4 and Managing Duty of Care Policy 2.12*

## 2.5 Late Collection

We ask for your cooperation by collecting your child by 5:50pm during the term 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, you will be charged a late fee of \$60.00. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Responsible Person will contact the police for further advice.

*Refer to Fees Policy 10.4*

## 2.6 Behaviour Management

As part of our commitment to quality care, Freshwater Outside School Hours Care established an OSHC Matrix of Expectations (See appendix 1) outlining three clear, child focused behaviour expectations (be safe, be respectful, and be a learner) based on acceptable wider community standards. You will find a copy of our Matrix at the back of the Family Information Package and on display inside the OSHC building.

Freshwater State School OSHC recognises that as a multi-aged care setting the implementation of an effective behavior management framework is imperative in supporting the needs of children from diverse backgrounds with differing developmental needs. Information in the ensuing policy has been informed by Freshwater State Schools Positive Behaviour for Learning Framework (PBL).

At Freshwater State School OSHC effective behaviour support and management stems from the ideology that an educator's role within a child's life is to equip them with the necessary skills to become confident and creative individuals who are active and informed community members. This is achieved through the:

- Establishment of explicit behaviour expectations – be safe, be responsible, be a learner;
- Implementation of a child centered program which considers the various developmental stages and differing ages of children who attend the service;
- Continuous adaption of practice aligning with current and reputable information to support children in developing emotional intelligence and self-regulating their behaviour; and
- Cohesive understanding of the need to respect and celebrate children's individuality, preserving and promoting their self-esteem

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Parents/guardians are not permitted to approach other children attending the service regarding behavior incidents and/or issues.

### **Suspension and Exclusion**

Freshwater State School OSHC is committed to ensuring children receive a high standard of positive behaviour support as they learn and develop. As a service we acknowledge, the duty to understand and effectively respond to children's behaviour is vital for the safety and wellbeing of children and educators. We recognise, at times, children display behaviour that are unsuitable for the setting. The behaviours of serious concern are those that risk –

- the safety of the child or others; and/or
- the wellbeing of the child or others.

On these occasions, the service is committed to plan, support and reflect on opportunities for individual consideration for the best outcomes for children and families.

In responding to behaviours that the service recognises as intense or complex, parents will be invited to collaborate with the Educational Leader/s and Manager to identify strategies to ensure the safety and wellbeing of everyone attending Freshwater State School OSHC. Planning for behaviour support will focus on actions to guide children to learn new behaviours (e.g. appropriate communication, social skills and emotional regulation) and reduce the risk of further incidents.

While every reasonable effort will be made to address individual children's needs, where opportunities to support the child have been exhausted or where the risks to safety are too extreme, the service may exclude the child from attending. When considering suspension, the Manager (or Approved Provider) will give consideration to the context surrounding the service's capacity to meet the child's needs. A decision to suspend the child can consider either a temporary, or in some cases, permanent suspension.

*Refer to Behaviour Support and Management Policy 2.6 and Dealing with Intensive and Complex Behaviours Policy 2.7*

## 2.7 Program Planning

At Freshwater State School OSHC our 'program' includes all interactions, experiences, activities, routines and events, planned and unplanned. Our service aims to provide play-based experiences built on children's culture and interests allowing them to develop life skills necessary to participate as active community members within society. Freshwater State Schools program is displayed within the service for children and families to view.

As part of the programming cycle, observations are taken of children which can be viewed by parents on the Xplor Home app. Parents are encouraged to provide feedback via the 'Parent Feedback' book and are welcome to discuss any aspect of programming with the Educational Leader/s.

*Refer to Educational Program Design and Implementation policy 3.1*

## 2.8 Homework

Parents are required to provide written permission for their children to participate in the OSHC homework club. Freshwater State School OSHC will provide adequate time, space and supervision to enable children to do their homework. Whilst our service will provide a supportive environment for children to complete their homework, it is not up to educators to ensure that children complete their work.

*Refer to Homework Policy 3.4*

## 2.9 Excursions

Freshwater State School OSHC considers excursions to be a valuable part of our program. Excursions are seen as an opportunity for enjoyment, stimulation, challenge, new experiences, and act as 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. Permission slips will provide specific details, such as the itinerary for the day, and items required to be provided by parents. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Safe, enjoyable excursions are an important part of programming at Freshwater State School OSHC. The Manager reserves the right to have the child withdrawn from excursions if their behaviour is deemed to be unacceptable by the Manager and educators. We provide no alternative care on excursion days. The parent/guardian would be responsible for finding alternative care.

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.

*Refer Excursions Policy 3.5*

## 2.10 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.

*Refer Provision of Resources and Equipment Policy 6.2*

## 2.11 Food

Freshwater State School OSHC encourages and promotes the health safety and wellbeing of children through nutritious and well-balanced snacks. Freshwater State School OSHC endeavors to expose children to cuisine from a variety of cultures through programmed cooking experiences.

The weekly menu for breakfast and afternoon tea is displayed on the fridges. Please note that no meals are provided over vacation care. It is the responsibility of parents to provide morning tea, lunch, and afternoon tea during this time. On occasion Freshwater State School OSHC will provide snacks over Vacation Care and this will be communicated to parents on the Vacation Care Program. Water is always available to children. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Manager.

Please remember to inform the service if your child has any food allergies or special dietary requirements, including religious or cultural.

*Refer to Food and Nutrition Policy 5.2*

## 2.12 Emergency Procedures

Freshwater State School OSHC's evacuation plan is displayed prominently near each exit of the service premises. Freshwater State School OSHC's lockdown plan is displayed in the entrance area on the parent information display. We ask all parents, educators, and children to familiarise themselves with the procedures.

Evacuation and lockdown drills are practiced 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.

*Refer to Drills and Evacuations policy 7.2*

## 2.13 Injury, Illness and Trauma

Freshwater Outside School Hours Care proactively strives to avoid incidences occurring at the service, and to minimise the impact of injuries, illnesses, and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be considered in administering all procedures. Freshwater Outside School Hours Care acknowledges the importance of appropriate reporting through the documentation of incidents on either a minor incident log, child incident record or workplace incident report.

If a child is involved in a **minor** incident while attending the service a first aid qualified educator will:

- Comfort and calm the child;
- Provide basic first aid (e.g. adhesive dressing)
- Record first aid actions taken on minor incident log

If a child is involved in a **moderate** incident including any form of head injury while attending the service a first aid qualified educator will:

- Comfort and calm the child;
- Administer appropriate first aid and assess the child's condition in conjunction
- Report the illness, injury, or trauma to the parent/guardian via phone, notifying of the circumstances including:
  - The treatment administered; and
  - Whether the child has returned to normal activities
  - Whether the child will need to be collected
- Complete a child incident record via Xplor app whilst monitoring the child
- Monitor the child until the point where they are able to return to normal activities or the parent/guardian has arrived to collect them
- If necessary, the responsible person, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well ventilated area;
- If the child's condition deteriorates and the illness, injury or trauma becomes serious, emergency medical attention is necessary

If a child is involved in a **serious** incident requiring emergency services while attending the service:

- Comfort and calm the child;
- In the instance where the child requires emergency medication (Epipen, Ventolin etc.) a first aid qualified educator will immediately follow steps outlined in the child's Medical Management Plan
- The responsible person, will call an ambulance;
- All attempts will be made to notify the parents; and
- Where the incident occurs whilst the Manager is away from the service notify the Manager via phone call at the earliest convenience
- If parents are unable to accompany the child to the hospital, the responsible person, or first aid qualified educator who administered the first aid, will accompany the child provided that they leave at least one educator who is qualified in first aid at the service and that the educator to child ratios are still met.
- Complete a child incident record
- The nominated supervisor will report the incident to the regulatory authority and notify the approved provider within 24 hours
- All costs incurred in obtaining medical attention for a child will be met by the parents/guardians

*Refer to Incident, Illness, Injury or Trauma Policy 4.5*

## 2.14 Medication

In the case of a child 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. All medication will be administered by a first aid qualified educator, documented on Xplor and signed off by a witness.

For children suffering from Anaphylaxis, Asthma, Diabetes and/or any other diagnosed medical condition a Medical Management Plan (MMP) will be required to be completed by the parent/guardian upon enrolment. It is extremely important that parents/guardians advise the service of their child's particular health needs, including medication.

*Refer to Medication 4.6*

## 2.15 Infectious Disease

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 they are fully recovered from an illness. It is the responsibility of parents/guardians to inform the Manager of any infectious disease that their child or other immediate family members may be suffering.

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 infectious 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.

*Refer to Infectious Disease policy 4.2*

# Payment for Care

## 3.1 Payment of fees and outstanding fees

Freshwater Outside School Hours Care aims to provide a quality service to families at an affordable price. Fees are required to be paid one week in advance on Thursday as reflected on the primary carers Xplor Home app. Current statements are accessible to the primary carer under the finance tab via the Xplor Home app in accordance with Australian Government's Child Care Provider Handbook.

Payment for the account is required one week in advance via the service direct debit system or pay now function on the Xplor Home app. Where no payment has been made in a week's period:

- The primary carer will receive email correspondence requesting the amount owing to be paid within 14 days
- If no payment has been received within the 14 days, written notification by the Manager will be sent;
- If no arrangements have been made, care will cease until the account is rectified.
- If no contact is made to rectify the account a debt collection agency will be utilized.

Additional fees maybe incurred for the following reasons:

<b>Reason</b>	<b>Fee</b>	
<i>Late Collection</i>	\$60	Parent/guardian collects their child/ren after 5:50 pm
<i>Account Refund</i>	\$15	Refund is requested for an account in credit at cessation of care
<i>Non-notification</i>	\$10	Parent/guardian doesn't sign their child in or out Parent/guardian fails to notify the service of an absence prior to the session start time

*Refer to Fees Policy 10.4*

## 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 childcare. Families who receive CCS 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 through the completion of an income and activity test. Parents/guardians are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. As specified in the enrolment confirmation email, full fees will be charged until the service receives current and correct information from the parents/guardians and all documentation required by Centrelink has been completed.

*Refer to Fees Policy 10.4*



## 3.3 Bookings and Cancellations

### BEFORE AND AFTER SCHOOL CARE

#### ***Permanent Bookings:***

A **permanent booking** shall be defined by a regular pattern of attendance throughout each term. All permanent bookings are valid for the current calendar year only. Annually parents/guardians will be able to inform the service of their intended permanent booking request for the new calendar year. The permanent booking process including key dates will be communicated in advance by the service.

**Waitlisted permanent bookings** are booking requests which are unable to be confirmed due the services operating capacity. Confirmation of waitlisted bookings will be provided via email. Parents/guardians will be contacted via email when a waitlisted booking is able to be confirmed as a permanent booking. Any bookings requested outside of the child's routine attendances or for sessions where the child has already been waitlisted will be considered casual bookings and charged at the higher rate.

**Absences** attract a full fee for the booked session. In relation to permanent bookings absences are considered to be any session a child doesn't attend due to illness or for any other reason (except allowable holidays) and shall be required to be paid in full. On days of absence CCS will apply in accordance with allowable and approved absence provisions.

**Patterned Absences** are classified by a regular pattern of non-attendance. Where a pattern of non-attendance has been recorded for 4 consecutive weeks the parent/guardian will in the first instance be notified of this occurrence. Should the pattern of non-attendance extend to a 6 week period the booking will automatically be forfeited and the parent/guardian will be notified via email.

#### ***Casual Bookings:***

A **casual booking** shall be defined as sporadic or time-limited. Casual bookings must be requested via the Xplor home app and shall only be available to families where the service has vacancies. The parent/guardian will be notified via the Xplor home app if the booking has been accepted or rejected.

**Waitlisted casual bookings** are booking which are rejected at the time they are requested due to availability of spaces. Once a casual booking is waitlisted it is the responsibility of the parent/guardian to check the booking tab on their app for communication of waitlisted bookings which have been confirmed as a casual session booking. In the instance where a waitlist booking is approved, and the care is no longer required it is the responsibility of the parent/guardian to mark the child absent via the Xplor home app with the comment 'Casual no longer required'.

**Cancellations** are absences which will not attract a fee for the booked session. Cancellations are only applicable to casually booked session where more than 48 hours' notice of the absence is provided.

**Absences** attract a full fee for the booked session. Should a child not attend a casually booked session due to illness or for any other reason and less 48 hours' notice is provided the booking will be considered an absence and full fee will apply. On days of absence, CCS will apply in accordance with allowable and approved absence provisions.

## VACATION CARE

A **vacation care booking** shall only be available to families whose accounts reflect a \$0 balance. The vacation care booking process including key dates will be communicated in advance by the service.

**Waitlisted Vacation Care bookings** are booking requests which are unable to be confirmed due to availability of space. Parents/guardians will be contacted via email when a waitlisted booking is able to be confirmed as a booked Vacation Care session.

**Cancellations** are absences which will not attract a fee for the booked session. Cancellations are only applicable to booked Vacation Care sessions should a child not attend and notice of the absence is provided by COB Friday week 8 of the term prior.

**Absences** attract a full fee for the booked session. Should a child not attend a Vacation Care booked session due to illness or for any other reason and notice is provided after Friday of week 8 full fees will apply. On days of absence, CCS will apply in accordance with allowable and approved absence provisions.

See Appendix 2 Notice Periods and Appendix 3 for Important Dates.

*Refer to Bookings and Cancellations Policy 2.14*

### 3.4 Absences from Child Care

Absences & Holidays excluding permanent cancellation of care will only be taken via the Xplor home app. Freshwater Outside School Hours Care sees fit that a child with a permanent booking is allowed 10 holiday days per calendar year free of charge. When requesting a holiday, the primary carer must do so via the Xplor Home app using the comment 'holiday allowance'. Holidays must be taken in blocks of at least 5 consecutive days.

Cancellations which are required to be paid in full, will be counted towards the family's initial 42 absence days for the current financial year, as per the Child Care Provider Handbook. Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year. A reason does not need to be provided for a child's initial 42 days of absence. In shared care arrangements (where separated parents claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

*Refer to Bookings and Cancellations Policy 2.14*

### 3.5 Additional Absences

Once 42 absence days have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. Detailed information regarding additional absences can be found in the Family Assistant Guide.

*Refer to Bookings and Cancellations Policy 2.14*

## Appendix 1 - OSHC Behaviour Matrix of Expectations

OSHC BEHAVIOUR MATRIX OF EXPECTATIONS			
LOCATION	BE SAFE	BE RESPECTFUL	BE A LEARNER
ALL SETTINGS	<ul style="list-style-type: none"> <li>• Gentle hands, gentle feet</li> <li>• I can see you, if you can see me</li> <li>• Walk on hard surfaces</li> </ul>	<ul style="list-style-type: none"> <li>• Care for                             <ul style="list-style-type: none"> <li>○ Self</li> <li>○ Others</li> <li>○ Equipment</li> <li>○ Environment</li> </ul> </li> <li>• Caring language</li> </ul>	<ul style="list-style-type: none"> <li>• Actively engage</li> <li>• Right place, right time</li> <li>• Toys stay in our bags</li> </ul>
OUTDOOR AREAS	<ul style="list-style-type: none"> <li>• Ask an educator to transition</li> </ul>	<ul style="list-style-type: none"> <li>• Return equipment to OSHC building</li> <li>• Play by game rules</li> </ul>	<ul style="list-style-type: none"> <li>• Arrive prepared (Hat, water bottle, enclosed shoes and sunscreen)</li> </ul>
OVALS		<ul style="list-style-type: none"> <li>• Feet stay on the ground</li> </ul>	
PLAYGROUNDS	<ul style="list-style-type: none"> <li>• Equipment free zone</li> </ul>	<ul style="list-style-type: none"> <li>• Mulch is lava</li> </ul>	
INDOOR AREAS	<ul style="list-style-type: none"> <li>• Enter and exit orderly</li> <li>• Ask an educator to transition</li> </ul>	<ul style="list-style-type: none"> <li>• Pack up as you go</li> <li>• Inside voices</li> </ul>	
BLUE ROOM	<ul style="list-style-type: none"> <li>• First aid room is for first aid only</li> </ul>	<ul style="list-style-type: none"> <li>• Give our parents room to enter</li> </ul>	<ul style="list-style-type: none"> <li>• Follow traffic lights when entering the office</li> </ul>
YELLOW ROOM	<ul style="list-style-type: none"> <li>• Walk around the fence</li> </ul>		<ul style="list-style-type: none"> <li>• What belongs in the yellow room, stays in the yellow room</li> </ul>
GREEN ROOM	<ul style="list-style-type: none"> <li>• Walk around the fence</li> </ul>		
LIBRARY/ GAMES ROOM	<ul style="list-style-type: none"> <li>• Food and drink stay outside</li> </ul>		
TOILETS	<ul style="list-style-type: none"> <li>• Use, flush, wash and go</li> </ul>	<ul style="list-style-type: none"> <li>• Respect privacy</li> <li>• One person, one cubicle</li> </ul>	<ul style="list-style-type: none"> <li>• Straight there, straight back</li> </ul>
EATING AREAS	<ul style="list-style-type: none"> <li>• Eat in correct areas</li> </ul>	<ul style="list-style-type: none"> <li>• Rubbish/scraps in composting tubs</li> <li>• Used plates in baskets</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy choices</li> <li>• Eat then play</li> <li>• Use table manners</li> </ul>
EXCURSION/ INCURSION	<ul style="list-style-type: none"> <li>• Enter and exit orderly</li> <li>• Sit quietly, remain in seat</li> </ul>		<ul style="list-style-type: none"> <li>• Arrive prepared (Hat, water bottle, enclosed shoes, lunch, sunscreen and sun safe clothing)</li> </ul>

## Appendix 2 Notice Periods

<b>Absences</b>	Prior to the start of the session
<b>Permanent Cancellation of care</b>	2 weeks
<b>Cancellations (Casual families only)</b>	48 hours prior to the start of the session
<b>Cancellation warning (Patterned Absences)</b>	After 4 consecutive weeks of non-attendance for the specified session
<b>Cancellation (Patterned Absences)</b>	After 6 consecutive weeks of non-attendance for the specified session
<b>Cancellation (Vacation Care)</b>	By COB Friday of week 8

## Appendix 3 Important Dates 2024

<b>Monday 1st January 2024</b>	<b>New Years Day public holiday (OSHC CLOSED)</b>
<b>Monday 8<sup>th</sup> January 2024 – Friday 19 January 2024</b>	January Vacation Care Program
<b>Monday 22<sup>nd</sup> January 2024</b>	Term 1 commences
<b>Friday 26<sup>th</sup> January 2024</b>	<b>Australia Day public holiday (OSHC CLOSED)</b>
<b>Friday 2nd February 2024</b>	April Vacation Care program released
<b>Monday 19th February 2024</b>	April Vacation Care bookings open
<b>Friday 1st March 2024</b>	Cancellations for April Vacation Care bookings closes
<b>Thursday 28th March 2024</b>	Last day of Term 1
<b>Tuesday 2nd April 2024 – Friday 12<sup>th</sup> April 2024</b>	April Vacation Care
<b>Friday 29<sup>th</sup> March 2024</b>	<b>Good Friday public holiday (OSHC CLOSED)</b>
<b>Monday 1<sup>st</sup> April 2024</b>	<b>Easter Monday public holiday (OSHC Closed)</b>
<b>Monday 15<sup>th</sup> April 2024</b>	Term 2 commences
<b>Thursday 25<sup>th</sup> April 2024</b>	<b>ANZAC Day public holiday (OSHC CLOSED)</b>
<b>Monday 6th May 2024</b>	<b>Labour Day public holiday (OSHC CLOSED)</b>
<b>Friday 10<sup>th</sup> May 2024</b>	June/July Vacation Care program released
<b>Monday 13<sup>th</sup> May 2024</b>	June/July Vacation Care bookings open
<b>Friday 7<sup>th</sup> June 2024</b>	Cancellations for June/July Vacation Care bookings close
<b>Friday 21<sup>st</sup> June 2024</b>	Last day of Term 2
<b>Monday 24<sup>th</sup> June 2024 – Friday 5<sup>th</sup> July 2024</b>	June/July Vacation Care

<b>Monday 8<sup>th</sup> July 2024</b>	<b>Term 3 commences</b>
<b>Friday 19<sup>th</sup> July 2024</b>	<b>Cairns Show Public Holiday (OSHC CLOSED)</b>
<b>Friday 2<sup>nd</sup> August 2024</b>	September Vacation Care program released
<b>Monday 5<sup>th</sup> August 2024</b>	September Vacation Care bookings open
<b>Friday 30<sup>th</sup> August 2024</b>	Student Free day (OSHC Vacation Care Session)
<b>Friday 13<sup>th</sup> September 2024</b>	Last day of Term 3
<b>Monday 16<sup>th</sup> September 2024 – Friday 27<sup>th</sup> September 2024</b>	September Vacation Care
<b>Monday 7<sup>th</sup> October 2024</b>	<b>Queen’s Birthday public holiday (OSHC CLOSED)</b>
<b>Monday 30<sup>th</sup> September 2024</b>	Term 4 commences
<b>Tuesday 8<sup>th</sup> October 2024</b>	2024 enrolment opens for current families and siblings
<b>Friday 18<sup>th</sup> October 2024</b>	Confirmation of 2024 enrolments for current families and siblings
<b>Friday 1<sup>st</sup> November 2024</b>	2024 Enrolment link opens for new families (Where spaces are available)
<b>Friday 25<sup>th</sup> October 2024</b>	December 2024/January 2024 Vacation Care program released
<b>Monday 28<sup>th</sup> October 2024</b>	December 2024/January 2024 Vacation Care bookings open
<b>Friday 22<sup>nd</sup> November 2024</b>	Cancellation for December 2024/January 2024 Vacation Care closes
<b>Friday 22<sup>nd</sup> November 2024</b>	Confirmation of 2024 enrolments for new families
<b>Friday 13<sup>th</sup> December 2024</b>	Last day of Term 4
<b>Monday 16<sup>th</sup> December 2024 – Friday 20<sup>th</sup> December 2024</b>	December Vacation Care
<b>Monday 23<sup>rd</sup> December 2024 – Friday 3<sup>rd</sup> January 2025</b>	2-week closure period