Yarranlea
Outside School Hours Care
Parent Information Handbook

Welcome to Yarranlea Primary School - Outside School Hours Care (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 Maree Pooler (Advanced Diploma of School Age Education and Care). We employ several casual educators who have qualifications or are studying towards qualifications. 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).

Yarranlea School Age 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. Yarranlea School Age Care must comply with this Act and Regulations regarding 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 several 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. I welcome a short interview with you where you can discuss any concerns, tour our service and meet other staff.

In package:

- Yarranlea School Age Care Enrolment Form
- Yarranlea School Age Care Family Handbook
- Child Care Subsidy Information

❑ I have received all 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 Yarranlea School Age Care Service Policies and Procedures located in a Manual in the parent sign in area.

❑ 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 copied and original retained by service.

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Yarranlea
Outside School Hours Care
Parent Information Handbook

Griffith University Mt. Gravatt Campus
176 Messines Ridge Road
Mount Gravatt Brisbane Q 4122

Website: http://www.yarranlea.qld.edu.au
Email: oshc@yarranlea.qld.edu.au
Phone: (07) 3735 5902
Mobile: 0474 111 676

Key Information

This quick reference guide lists a whole host of information that should make this booklet an indispensable resource

Contact Numbers

Telephone: 3735 5902

Mobile: 0474 111 676

Email: oshc@yarranlea.qld.edu.au

Service Provider Number: 40005731

Times

Before School Care: 7:00am – 8:30am

After School Care: 3:00pm – 6:00pm

Vacation Care: 7:00am – 6:00pm

Student Free Days: 7:00am – 6:00pm

Closed Public Holidays

At Yarranlea Outside School Hours Care, we believe that it is always best to speak to each other in person. However, modern life is busy, and we appreciate that sometimes that is not possible.

Should you not be able to speak with the Coordinator/Educator directly, text or email is the preferred method of contact for all non-urgent messages. Please be aware, the phone may not be answered as we are engaged with your children. Please leave a message, text or send an email.

While every effort is made to respond to emails or messages in a timely way, to receive a fully considered response by the appropriate educator, please allow time during the day for these apps to be viewed.

Fees

Fees and Charges (before Commonwealth Child Care Subsidy reductions):

Before School Care - Permanent (includes Breakfast)	*7am – 8.30am*	*$16.00 per session*
Before School Care - Casual (includes Breakfast)	*7am – 8.30am*	*$18.50 per session*
After School Care - Permanent (includes Afternoon Tea)	*3pm – 6pm*	*$26.50 per session*
After School Care - Casual (includes Afternoon Tea)	*3pm – 6pm*	*$31.00 per session*
Combined Before School Care (permanent bookings only) (includes Breakfast)	*7am – 8.30am*	*$14.00 per session*
Combined After School Care (permanent bookings only) (includes Afternoon Tea)	*3pm – 6pm*	*$23.50 per session*
Vacation Care & Student Free Days (No meals supplied)	7am – 6pm	$55.00 per session

Child Care Subsidy (CCS) is a payment made to eligible families to assist with the cost of work or study related childcare. This subsidy is eligible to all families to assist in their out of pocket child care expenses.
It is the family's responsibility to contact Centrelink to ensure their eligibility to claim CCS. Fee reductions are calculated using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

Pricing Guide – Commences January 2020

Before School Care - Permanent	*7am – 8.30am*	*$17.00 per session*
Before School Care - Casual	*7am – 8.30am*	*$19.50 per session*
After School Care - Permanent	*3pm – 6pm*	*$27.00 per session*
After School Care - Casual	*3pm – 6pm*	*$31.00 per session*
Combined Before School Care (permanent bookings only)	***7am – 8.30am***	***$14.00 per session***
Combined After School Care (permanent bookings only)	***3pm – 6pm***	***$23.50 per session***
Vacation Care & Student Free Days - Permanent	*7am – 6pm*	*$55.00 per session*
Vacation Care & Student Free Days - Casual	*7am – 6pm*	*$65.00 per session*
Absent Holding Fee *(24hrs notice or more)*		*BSC $8.00* *ASC $10.00*
Cancellation Fee *(If less than 24hrs notice)*		*Full Session Fee*
Vacation Care Cancellation -includes excursion costs if applicable *(after the booking period has closed - Last day of term)*	*With at least one week's notice will receive a half fee discount (including the full activity cost).* *Less than 1 weeks' notice will be charged a fee equal to the fee for that session. If payment of excursion has been finalised, the excursion cost will be charged.*	
Cancellations made whilst the vacation care booking period (last day of term) is still open will not incur a fee.		

Absentees

If a child is absent from Outside School Hours Care (OSHC), it is in the child's and the parent/guardian's best interest to contact and advise the service of non-attendance. A phone call or text message in the morning is greatly appreciated. Cancellation of bookings for before and/or after school care must be made 24 hours prior to the session starting or a fee, equal to the fee for that session will be charged. **Sick children should not be sent to Outside School Hours Care.**

Please advise the service as soon as possible, if your child has a contagious illness or condition. Some medical conditions require exclusion from school to prevent the spread of infectious diseases among staff and children. This link below provides information on the recommended minimum exclusion periods for infections conditions. http://www.health.qld.gov.au/ph/documents/cdb/timeout_post er.pdf

Leaving School Grounds

Children are NOT permitted to leave the school grounds without supervision from an educator. When children collected from OSHC they must wait inside the school grounds until they are signed out. Your child should know who is picking them up from the service. If your arrangements change during the day, please telephone the school to advise OSHC Educator who will be collecting your child. You may also text or email change of collection details. Please advise the person collecting your child to bring identification if unknown to the educator.

Parking

Griffith University's Mount Gravatt Campus is a busy hub.
Parking is always at a premium but even more so during University semesters. The University works hard to provide safe access for all. Please always be considerate of others.

Parents are asked to abide by the University rules regarding parking and to observe all road safety rules and signs. Griffith University will issue fines for infringement of parking and road rules.

For dropping off and picking up children, parents and caregivers are requested to drive to the rear of the school. Take extreme care and be patient. The driveway is narrow and often busy.

Volunteers attending Outside School Hours Care during school hours should speak to the Coordinator in advance regarding parking arrangements.

DO NOT PARK IN THE PSYCHOLOGY CLINIC PARKING AREAS AT ANY TIME.
THE PSYCHOLOGY CLINIC MAY BE RUNNING EVEN AFTER HOURS.

Short-term parking is available in metered areas (multi-meter bays) and loading zones. There are 20minute general loading zones on Social Sciences Road, other 20-minute general loading zones immediately after the zebra crossing near the maintenance buildings on Circular Drive.

Longer term parking is available in the campus car parks. Parking fees apply. Please refer to the Griffith University website for further details.

Complaint Contact Details

Maree Pooler (OSHC Co-ordinator) Ph: 3735 5902 / oshc@yarranlea.qld.edu.au
David Costin (Principal) principal@yarranlea.qld.edu.au
Wendy Smith (Board Member Yarranlea Ltd) communityliaison@yarranlea.qld.edu.au

Staff in OSHC

Maree Pooler – Nominated Supervisor
Coordinator
Educational Leader
Responsible Person

Qualification:
Advanced Diploma Children's Services - Child Care

Chloe Staple – Educator

Qualification:
Studying Bachelor of Secondary Education

Jane Thompson – Educator

Qualification:
Studying Bachelor of Secondary Education

Adam McKenzie – Educator

Qualification:
Studying Bachelor of Secondary Education

Liz Johnson – Educator

Qualification:
Cert III Childcare and Education, Qualified Lifeguard, Teacher of Swimming and Water Safety

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Section 1

About Our Service

1.1 Service Philosophy

Yarranlea OSHC *believes that each child has the right to be an active member of the community in which they live, to express their opinions and to have their views considered in decisions that affect them.*

We believe the best interests of the children and their right to play, 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.

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 SAC services to support and promote each child's health and wellbeing.

We acknowledge through all aspects of service delivery, the intrinsic worth and strengths of all children and their families, and their right to equitable access and participation in the community.

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

We value ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children.

1.2 Our Goals

Yarranlea School Age Care has a number of 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 behaviours 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 modelling 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

Yarranlea Limited is the Approved Provider for Yarranlea School Age Care Service.
Board meetings are held monthly to discuss ongoing matters.

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.
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 Coordinator via the grievance policy outlined in this handbook.

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.

The P & F Committee hold a meeting on the second Wednesday of each month on site, commencing at 6.00pm.
The meetings have an agenda. Items for discussion can be submitted to a member of the P & F executive up until 5 pm the day before the meeting.

1.4 Policy and Procedures

Yarranlea 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 at the sign in area. 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 Orientation and Enrolment

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 programing.

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.

Refer Enrolment Policy & Communication with Families Policy.

1.6 How we Communicate with Families

The service recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service.

We have a number of ways we communicate with you as a family. These include through daily conversations, emails, phone, texts and including provision of a monthly 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 can provide these in a number of languages and 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.

Refer Policy 9.3 - Communication with Families.

1.7 Respect for Children

The best interests of the child are our paramount concern at Yarranlea 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 behaviour and the physical and aesthetic environment of the service.

Refer Policy 2.1 - Respect for Children Policy.

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.

Refer Policy 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy.

1.9 Use of Photos

On occasion your child may be photographed participating within the day to day activities we provide at Yarranlea 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 of 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.

Refer Policy 2.13 - Use of Photographic and Video Images of Children

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 of the year in which they will attend school.

The service will follow the priority of access guidelines set down by the Australian Government Department of Education (Refer to the current Child Care Service Handbook, a copy of which is located at the Service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

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

Within these main categories' priority will be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of $43,727 for 2015-2016, or who or whose partner are on income support
- Children in families from a non-English speaking background
- Children in socially isolated families

If your child is in the priority group 3, within these guidelines you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days' notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

Refer Policy 9.1 - Access Policy.

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 Principal or the nominated Board Member of Yarranlea Primary School. (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.**

Refer Policy 9.8 - Parent Code of Practice Policy.

1.13 Educators, Staff Members and Volunteers Ratio to Children

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 an Educator 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.

Refer Policy 2.3 - Educator to Child Ratios Policy and Policy 8.12 – Employee Qualifications

1.14 Concerns, Complaints and Suggestions

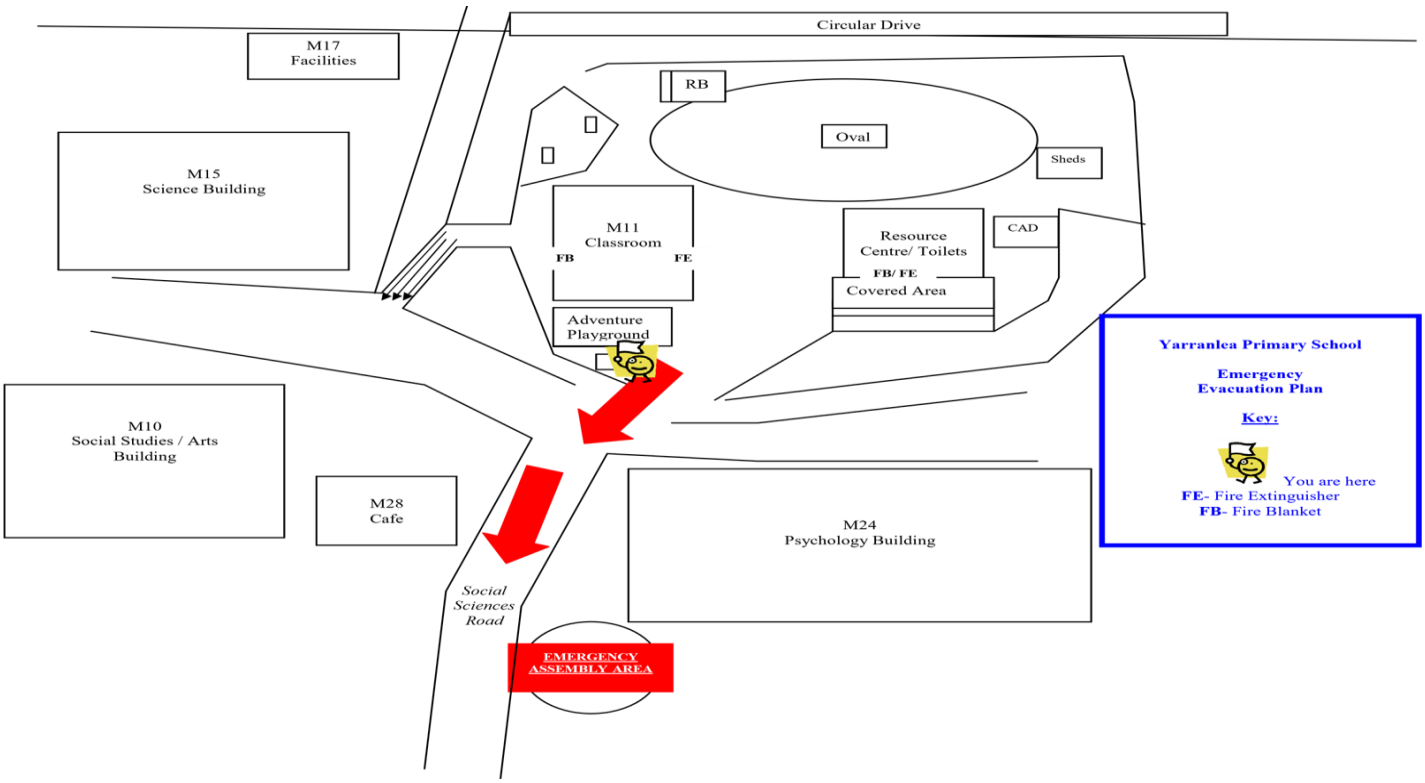
If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, the Principal of Yarranlea Primary School or a nominated board member may be contacted directly to handle complaints. Contacts for the Principal or the nominated Board member of Yarranlea Primary School 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&F 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.

Refer Policy 9.5 - Complaints Handling Policy.

1.15 School and Service Map



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. Notification of authorisation can be emailed or texted to the service and in emergencies a phone call may be accepted.

If you require your child to attend extra-curricular activities within the school grounds, written authority must be given.
Please complete an Extra-Curricula's Activates Permission Form – speak with Educator.

The staff will not permit children to leave the service unaccompanied. If children are absent on the day they are booked in to the service for care, notification is required.

Refer Policy 2.4 - Arrivals and Departures of Children Policy.

2.2 Late Collection

We ask for your cooperation by collecting your child by 6.00pm. 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. The correct time will be recorded on the sign out sheet. If a child is not collected by 6.30pm and emergency contacts cannot be reached, the Coordinator will contact the police for further advice.

Late Fees

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of $20 for the first 15 minutes and $1 per minute thereafter.

Refer Policy 2.4 – Arrivals and Departures of Children Policy, 10.4 – Fees Policy

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 parent/guardian, Griffith Security and the police as quickly as reasonably possible.

Refer Policy 2.4 - Arrivals and Departures of Children Policy.

2.4 Expectations of Children

As part of our commitment to quality care for the children at our service, 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 Educators (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

Refer Policy 2.24 – Children's Participation and Decision Making

2.5 Court Orders

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.

Refer Policy 10.18 - Court Orders and the Release of Children in Care Policy.

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.

Refer Policy 6.3 - Work Health and Safety Policy, 7.1 - Emergency Equipment and Facilities Policy, 7.2 – Drills and Evacuations, 7.3 - Harassment and Lockdown Policy and 7.4 - Fire Safety Compliance.

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 infection 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.

For incidents that may require minor first aid (e.g. ice-pack/adhesive strips), an entry must be made in the first aid record book, located with the service first aid kit.

The Coordinator will ensure that the parent of a child who is involved in an incident, is injured, ill or suffered trauma at the service is informed of the situation and the treatment given, on collection of the child.

Yarranlea is a smoke free environment.

Refer Policy 4.2 – Infectious Disease, 4.3 Hygiene

2.8 Sun Safety

The school operates a NO HAT NO PLAY policy. Only children with hats will be allowed to play outdoors during breaks and during physical education lessons. Perhaps keep a spare hat in the car and always make sure hats are named. Hats may be left at school during the week,

Due to hygiene requirements, children will not be allowed to borrow other children's hats. Sunscreen is available at school, or your child may use their own.
Refer Policy 4.8 – Sun Safety

2.9 Injury, Illness and Incident

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.

Refer Policy 4.1 - 5 - General Health and Safety Policy, Policy 4.2 - Infectious Diseases Policy and Policy 4.5 - Illness and Injury Policy.

2.10 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.

Refer Health and Wellbeing Policies.

2.11 Daily Routines

Before School Care: Children are signed in by parents each morning. Breakfast is supplied by the service. A morning routine and program is offered which provides opportunity for children to engage in a variety of indoor and/or outdoor activities, such as reading, playing board/card games, arts and craft, listening and choosing music, outside sport and games. Children are signed out from the service by an educator at 8.30am.

After School Care: Children are signed in by an educator immediately after school. A light, nutritious snack will be served following arrival. During conversation at afternoon tea children are given the opportunity to decide on a variety of indoor and outdoor activities offered daily, such as cooking, craft, sports and music with opportunities for unstructured play available to all children. 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 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 including opportunities to participate in excursions and incursions. Unstructured play is available to all children.

Refer Policy 2.4 – Arrivals and Departures of Children Policy, 3.1 – Educational Program Planning Policy, 5.2 – Food and Nutrition Policy.

2.12 Breakfast and Afternoon Tea

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is always available to children. 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 Weekly Menu. Detailed information about our ***Food and Nutrition Policy*** is available in our Policies and Procedures Manual, located in the foyer of the service. 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.

Refer Policy 5.2 – Food and Nutrition.

2.13 Behaviour 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 minimises 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 behaviour 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 behaviour.

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 behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be supported with positive behavior strategies. If unacceptable behaviour 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 if disruptive behaviour persists, support will be sought from the Principal. A written report will be complete and provided to the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the service.

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

Refer Policy 2.6 - Behaviour Support and Management Policy.

2.14 Damage to Equipment or Facilities

As part of every-day experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, 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 Policy 8.5 - 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, risk assessments completed, 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.

Refer Policy 3.5 - Excursion Policy.

2.16 Transport7

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 Policy 3.6 - Transport for Excursion Policy

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.
.
Refer Policy 4.4 - Preventative Health and Well Being Policy.

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.

Refer policy 8.22 – Educator Interactions with Families – Professional Boundaries.

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 throughout the year 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 at the Parent Sign In Area.

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.

Refer Policy 3.1 - Educational Program Planning Policy.

2.21 Personal Effects

We understand that children enjoy bringing personal items from home to use at the service, particularly toys. The Coordinator/educators must be made aware that children have these items and they should be clearly named with permanent identification. Electronic games and/or mobile phones are not permitted. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person.

Refer Policy 2.15 – Children's Property and Belongings

Section 3

Payment for Care

3.1 Payment of Fees and Outstanding Fees

This service aims to provide a quality service to families at an affordable price. The Approved Provider will set fees based on the annual budget required for the provision of quality childcare in keeping with the service's philosophy statement, program goals, and these policies and procedures. Families will be given 30 days' notice of any fee increase. Fees are displayed on the Yarranlea website and are also available upon request. Child Care Subsidy is available to all families who meet eligibility requirements as determined by the Department of Education and Training.

The service will invoice families on a fortnightly basis for the fees that are incurred over and above the subsidy - that is, the agreed child care fees minus fee reduction amounts (the Child Care Subsidy and Additional Child Care Subsidy payments it receives on the family's behalf). Payments for Child Care Subsidy will have been adjusted by the Department of Human Services for Withholding of payments of five per cent.

Accepted payment method is, direct debit. Direct debits are handled by a third-party provider on behalf of the service and parents are required to pay any transaction costs associated with processing of direct debits. Parents' are required to complete the relevant direct debit authority form at the time of enrolment.

Overdue Fees

If there are outstanding fees or where no payment has been made in at least 2 weeks:

- In the first instance, the coordinator/administrator will remind the parent verbally and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by the Approved Provider will be sent;
- If no arrangements have been made the parent will be contacted by the Approved Provider where the terms of payment are discussed, and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;
- A debt collection agency may be used if payment of fees has not been received; and
- The Approved Provider may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as advised to them under the previous paragraph.

Cancellations and Refunds

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

- If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating:
- If a refund is required and have provided account details for transfer; or
- A donation of the credit balance to the service.

An administrative fee of $5 will be charged to family accounts when processing a refund payment.

Refer Policy 10.4 - Fees

3.2 Child Care Subsidy

Childcare Subsidy (CCS) is a payment made to eligible families to assist with the cost of work or study related childcare.

It is the family's responsibility to contact Centrelink to ensure their eligibility to claim CCS. Fee reductions are calculated using family eligibility information. Centrelink Reference Numbers (CRN) and birth dates are requested through the enrolment process.

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

Refer Policy 10.4 – Fees

3.3 Bookings and Cancellations

The service management seeks to implement processes to ensure that the OSHC service operates efficiently and effectively and that future planning considerations for the service are met through maintaining appropriate records and procedures for children's bookings and cancellations. This will ensure future needs of the service can be assessed through the maintenance of appropriate waiting lists and availability of places.

Permanent bookings shall be entitled to a reduced fee as per the fees policy. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week. If a regular pattern is unable to be provided at least 1 weeks' notice is required for a booking to be regarded as permanent.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason, shall be required to be paid in full. (24 hours' notice is required for the cancelled booking fee to be waived.) CCS will apply in accordance with allowable and approved absence provisions.

Casual bookings shall attract a higher fee due to the nature of the booking and irregular pattern of attendance.

Casual bookings shall only be available to families where the service has approved places available.

The service shall comply with reporting of bookings requirements as prescribed by the Australian Government Department of Education through the Child Care Provider Handbook.

Bookings are required by all families who seek to use the service on a permanent or casual basis.

At the end of each calendar (school) year, the service will manage permanent bookings for before and after school care using one of the following options:

A. All permanent bookings for before and after school care are cleared and become vacancies. Families will be required to complete a new booking form with notification of booked days for the coming school year; OR

B. Families will be given an opportunity to confirm and rebook their permanent days from the previous year. Should confirmation not be received by the advertised date, these days will become vacancies and a new booking will be required; OR

C. All permanent bookings for before and after school care will roll over and continue into the new school year unless otherwise informed by the parent/guardian.

All families should be requested to update their enrolment information at the beginning of a new school year. Any vacancies that arise become subject to the priority of access policy in determining who may fill that vacancy.

Changes to bookings and/or cancellations will only be taken:

- From a parent/guardian/authorised person; and
- In writing, by text message or verbally. (Verbally to be recorded on appropriate form)

If a message is received via the child, the parent/guardian will be contacted to confirm the change of arrangements.

Cancellation of bookings for before and/or after school care must be made 24 hours prior to the session starting or a fee, equal to the fee for that session will be charged.

If the child's booking hasn't been cancelled and the service makes attempts to locate the child, a non-cancellation fee may be charged in addition to the prescribed fee for that session.

Vacation Care

When bookings are made by authorised parties for children to attend the service for Vacation Care and Pupil Free Days, it shall be required that:

- A completed enrolment form is received for that child prior to their attendance at the service; and
- The planned arrangements and terms of arrangement for care as detailed in the enrolment policy are agreed upfront prior to care being provided.
- Parents/guardians are made aware of the service policies and procedures and have been provided with appropriate information in respect of the booking processes.

Bookings for vacation care excursions will have cost of excursion applied to daily fee.

Cancellations for vacation care excursions must be made with 7 working days' notice or a fee, equal to the fee for that session will be charged and any money paid may be forfeited.

Cancellations on the day of the excursion will be charged the full fee for the session and the full excursion cost.

Changes to bookings and/or cancellations will only be taken:

- From a parent/guardian/authorised person; and
- In writing, by text message or verbally. (Changes will be recorded on vacation care booking form)

Refer Policy 2.4 – Bookings and Cancellations Policy, Policy 10.4 Fees.

3.4 Child Care Subsidy Absences

Families receiving Childcare 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.

Refer Policy 2.14 – Bookings and Cancellations Policy

3.5 Child Care Subsidy 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)
- Non-immunisation (with written evidence)
- Rostered days off/rotating shift work (with written evidence)
- Temporary closure of a school or pupil-free days
- Periods of local emergency
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- Duration of support
- Exceptional circumstances

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days. There is no limit on the number of these days for which CCS may be paid as long as:
They are taken for the reasons specified above, and
Supporting documentation (where required) is provided, and
They are days on which care would otherwise have been provided.

Refer Policy 2.14 – Bookings and Cancellations Policy

Section 4

Important Contact Numbers

Centre Contacts

Yarranlea Primary School Outside School Age Care – Ph: (07) 37355902
Mobile: 0474 111 676

Emergency Numbers

Police - **Emergency – Ph: 000**
Ambulance - **Emergency – Ph: 000**
Fire Station - **Emergency – Ph: 000**

Holland Park Police Station – 3853 7111

General Departments

Centrelink - Families: Ph: 136 150
My Gov Help Desk – Ph: 132 307
Centrelink Indigenous Call Centre: Ph:1800 136 380
Brisbane City Council – Ph: 3853 7111
Dept. Early Childhood Education and Care – Metro South -Ph: 3028 8063
Federal Department of Education - Ph: 1300 566 046

Health

Qld Health – Ph: 3335 8888
Child & Youth Community Health Service – Ph: 3310 7755
Child Health Service – Ph: 1300 366 039 / 1343 2584 – 13 Health

Counselling and Support

Lifeline – Ph: 131114
Poisons Information Centre – Ph: 131126
Kidsafe – Ph: 3854 1829
Domestic Violence – Ph:1800 811 811
Parentline – Ph: 1300 301 300
Juvenile Aid Bureau – Ph:
Chat with a nurse – Ph: 1343 2584

Australian Government
Department of Education and Training

What is the Child Care Subsidy?

The Australian Government is committed to ensuring that Australian families are able to access affordable, flexible and high-quality child care. The Government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy being the main type of assistance that most families will use.

What are the eligibility requirements?

To be eligible for the Child Care Subsidy the following requirements must be met:

- the child must
  - be a 'Family Tax Benefit child' or 'regular care child' and
  - be 13 or under and not attending secondary school and
  - meet immunisation requirements
- the person claiming the Child Care Subsidy, or their partner, must
  - meet residency requirements and
  - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school.

There are exemptions for individuals who genuinely cannot meet some eligibility requirements.

How much can a family receive?

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved child care service used, for example Centre Based Day Care.

Opportunity through learning

Last updated December 2018

Combined Family Income

The table below outlines combined family income and relevant rate of Child Care Subsidy to which families will be entitled.

Combined family income	Subsidy per cent of the actual fee charged (up to relevant percentage of the hourly rate cap)
Up to $66,958^	85 per cent

More than $66,958^ to below $171,958^	Decreasing to 50 per cent*
$171,958^ to below $251,248^	50 per cent
$251,248^ to below $341,248	Decreasing to 20 per cent*
$341,248^ to below $351,248^	20 per cent
$351,248^ or more	0 per cent

^These amounts are correct for 2018-19 and will be subject to adjustment through indexation in subsequent years.
*Subsidy gradually decreases by 1 per cent for each $3000 increase in family income.
The amount of subsidy a family receives will be their Child Care Subsidy percentage of the hourly fee charged or the applicable hourly rate cap, whichever is lower (see hourly caps under Service type below).
Families can use the Department of Human Services Payment and Service Finder (humanservices.gov.au/payment finder) to estimate how much Child Care Subsidy they may be entitled to by entering their details.

Activity test

The number of hours of subsidised child care to which a family will be entitled will depend on how much time parents spend undertaking recognised activities, for example work, training, volunteering or study.
The Child Care Subsidy activity test considers both parents' (if applicable) activities, however, the maximum hours a family will receive will be based on the person with the lowest level of activity. A broad range of activities will meet the activity test requirements.
For people with irregular work hours, such as casual employment, an estimate can be used based on the highest number of hours they expect to work in any one fortnight over a three-month period.
There is a three-step activity test to calculate how many hours to which a family will be entitled.

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours

Service type

There is an hourly rate cap for each hour of child care provided which differs depending on the type of approved child care service used.
Where a child care provider charges **less** than the hourly rate cap, a family's subsidy will be their Child Care Subsidy percentage of the actual fee charged.
If a child care provider charges **more** than the hourly rate cap, a family's subsidy will be their Child Care Subsidy percentage of the relevant hourly rate cap.

Table: Hourly rate caps by care type

If a family uses:	Hourly rate cap (children below school age)	Hourly rate cap (school aged children)
Centre Based Day Care	$11.77	$10.29
Outside School Hours Care	$11.77	$10.29
Family Day Care	$10.90	$10.90
In Home Care	$32.00* (per family)	$32.00* (per family)

*$25.48 from 2 July 2018 to 31 December 2018.
These hourly rate caps are correct for 2018-19 and will be subject to adjustment through indexation in subsequent years.

Is there an annual cap?

If a family earns $186,958 (in 2018-19) or less, they will not have an annual cap on their Child Care Subsidy each financial year.

If a family earns more than $186,958 and less than $351,248, child care costs will be subsidised up to an annual cap of $10,190 per child each financial year. The annual cap will be increased each year.

How will the Child Care Subsidy be paid?

Child Care Subsidy will be paid directly to child care providers to pass on to families as a fee reduction so that their fees are reduced at the time they use child care. Families will pay their provider the difference between their subsidy and the fees charged. Families will not be able to elect to receive their subsidy as a lump sum at the end of the financial year. Families will need to make a claim for Child Care Subsidy when (or before) each child starts attending care.
Any Child Care Subsidy owed to families following the end of year reconciliation process will be paid directly to families as a lump sum. If a family has been overpaid Child Care Subsidy during the year the family may have to repay some Child Care Subsidy (a debt).

When does a family stop receiving Child Care Subsidy?

If a family earns $351,248 (in 2018-19) or more per year, they will not be entitled to any Child Care Subsidy. However, high income families who are not certain of their combined family income for the year ahead, are encouraged to make a claim for Child Care Subsidy. This maintains their eligibility for Child Care Subsidy throughout the year and will ensure they receive entitlement if their actual income at the end of the financial year ends up being below $351,248.

What is the Child Care Subsidy withholding?

Child Care Subsidy withholding is designed to help families avoid or minimise debts at reconciliation, which could occur due to changes in circumstances throughout the year (for example, changes to family incomes or activities).
Parents can request their percentage of withholding be adjusted up or down through Centrelink.
However, withholding is important as it helps protect families from possible debts. After reconciliation any outstanding subsidy is returned to the family.
Five per cent of all families' Child Care Subsidy will be withheld by the Government, however, withholding will not apply to Additional Child Care Subsidy payments.

What is the Additional Child Care Subsidy?

The Additional Child Care Subsidy is a top up payment in addition to the Child Care Subsidy which will provide targeted additional fee assistance to families and children who need extra support.
The Additional Child Care Subsidy has four elements:

- child wellbeing
- grandparents
- temporary financial hardship transition to work.

Where can I get further information on the child care package?

- Visit the Department of Education and Training Child Care Package website at education.gov.au/eccc

Visit the Department of Human Services Child Care Subsidy website humanservices.gov.au/childcaresubsidy