

**Robina State School  
P & C Association**

# **Outside School Hours Care**



## **Family Handbook**

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## About our Service

Robina OSHC provides a safe place where children can engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed, interact with friends, practice social skills, try new activities and learn life skills.

Robina OSHC believes that the best interests of the children and their right to learn play and grow in a safe and nurturing environment is the primary consideration in all decision making at the Centre and is visible in the actions, interactions and daily work with the children.

Our centre is guided by "My Time, Our Place" Framework for School Aged Care in Australia and is committed to providing a quality service with a holistic approach whereby:

### Our Goals

Robina outside School Hours Care has a number of goals on which our Centre is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care and the National Quality Framework. Our goals are to encourage children to:

- **Have a strong sense of identity** – our Centre 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** – our Centre 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** – our Centre 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** – our Centre 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** – our Centre aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

### Duty of Care

Robina OSHC seeks to provide an environment which protects children from harm. This applies to not only the children within the Centre, but also families, staff and others within the Centre's community. Policies and procedures are available for all families and staff within our Centre and adhered to during day to day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks which may breach a duty of care owed to people attending Robina OSHC.

### Licensing and Accreditation

Under government requirements and accreditation, our Centre must hold a current child care license. We are licensed by the QLD Department of Communities (ph.1800-6377-11) under the Child Care Act, thus allowing us to provide a quality monitored service to our community.

Due to these requirements, we can take a maximum of 90 children per morning, 135 per afternoon and 90 per Vacation Care/Pupil Free days (numbers will depend on the Educator to child ratio (i.e. 1:15) available at the time). Our Centre caters for children from Prep to Grade 6 for Before School

Care, After School Care and Vacation Care. During these times our Centre is open to Robina State School Students for Before School Care and After School Care. However, during Vacation Care our Centre is available to the wider community.

## **Policy and Procedures**

Robina OSHC has an extensive Policy and Procedure Manual which reflects the Philosophy and Goals of our Centre. This manual is a large document, which is available to you to read on enrolment of your child.

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

## **Child Protection**

The Centre regards as of the utmost importance its role in the protection of children in its care. This includes the Centre's moral and legal duties to care for children associated with the Centre whilst not in the care of their parents or primary carers. Proactive strategies are implemented including the promotion of protective behaviors to the children. All Educators are made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Centre.

## **Concerns, Complaints and Suggestions**

Discussions regarding complaints should not to be conducted in the presence of the children, other staff or parents/guardians, and heated discussions are to be avoided as far as possible.

The Director or Coordinator logs all complaints, the records of relevant discussions, and the resolution of the complaint in a complaints record file.

The Director or Coordinator shall be the first contact for all complaints, unless:

- the complaint is about the conduct of the Director or Coordinator;
- the complainant is not comfortable about taking the complaint to the Director or Coordinator
- the complainant is not satisfied with the Director or Coordinator handling of the complaint; and
- the complaint is about a matter of Management and Administration Policy.

## **Confidentiality**

All personal records will be stored securely and kept in a confidential manner. All information will be strictly limited to use by the Centre as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are an authorised guardian (recognised in the enrolment or updated information of the child). No information will be given to any other person unless subpoenaed by a court or required by the Department of Human Services for an audit. Please see the Director, Coordinator or Nominated Supervisor about accessing these records.

All members of Robina OSHC are required to sign confidentiality agreements in relation to private information regarding families and children attending the Centre.

## **Enrolment and Orientation**

Robina OSHC caters to children from Prep to Grade 6. Enrolment at this Centre for children over pre-school age is available from the beginning of the school year (i.e. the first day of prep) in which they will attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted. Care will be provided at our Centre up until the end of the year for children in grade 6 (i.e. last day of the year).

Parents/Guardians are required to complete an enrolment form and attend an introductory meeting before any child is able to attend the Centre. This is a fantastic opportunity to discuss what will help make your children's time with us enjoyable, particularly the initial few weeks. Each newly enrolled

family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be shown around the Centre and be given a rundown on basic operations such as staffing and programming.

If your child has additional needs, you must inform the Director or Coordinator and a meeting must take place between relevant parties (e.g. Parents/Guardians, Director, Coordinator, Occupational Therapist or Teacher) before the child commences.

Issues discussed will be:

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

This information will help us to meet the needs of your child.

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. For legal and safety reasons no child will be accepted into Robina OSHC without completing these forms.

Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct phone numbers are vital in the case of an emergency. An enrolment form must be completed by parents/guardians at time of enrolment. New enrolment forms (or enrolment update forms) and enrolment fee for existing families must be completed and paid at the beginning of each year. **We must have a current contact number for you. It is your responsibility to advise Robina OSHC if your family details change.**

## How we Communicate with Families

Most communication is conducted through face to face discussions at the centre and through phone calls and emails. Posters and brochures are available throughout the Centre, on the wall at the entrance to Robina OSHC and the Robina State School Newsletter. These relate to a number of subjects from health and nutrition to contact numbers for various community support groups. Robina OSHC also uses an app called SkoolBag in conjunction with Robina State School where important reminders, dates and forms are shared within the school community.

Your feedback is important to us. We request families help Robina OSHC maintain a quality service by completing surveys distributed. Robina OSHC has a confidential grievance procedure for all Centre users.

We are licensed by the Department of Education, Training and Employment (DETE) and participate in the National Quality Framework accreditation process.

Parents/guardians are asked to be considerate of the duties and responsibilities that staff have during contact hours, should you wish to discuss any issue at length please contact the Director or Coordinator or call the Centre and arrange a mutually acceptable appointment time.

## Information Handling

To protect children and better provide its services, Robina OSHC seeks and deals with personal and sensitive information relating to families, children and others. Robina OSHC respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

## Parent/Guardian and Visitor Code of Conduct

The Director or Coordinator are available for parents/guardians and visitors to speak to briefly at all times when the Centre is open. Longer, more confidential appointments can be made with the

Director and Coordinator. If you wish to speak to someone other than the Director or Coordinator the P&C Operations Manager is the next point of contact.

The Robina OSHC Parent/Guardian and Visitor Code of Conduct states that upon entry to Robina OSHC you will:

- Address staff, children and others in a respectful manner.
- Refrain from smoking anywhere on Robina State School grounds including Robina OSHC.
- Refrain from swearing or shouting.
- Refrain from approaching children within the Centre in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of staff.

Staff members have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if person does not respond to a request to leave the premises.

Parents/Guardians have rights and responsibilities associated with their involvement in Robina OSHC. They are as follows:

Parents/Guardians have a responsibility to:

- encourage good behaviour habits in their children;
- encourage their children to accept the Centre's Rules of Behaviour;
- provide support and feedback to the Centre regarding Rules of Behaviour;
- consult with Centre staff at a mutually convenient time about any concerns and treat Centre staff with respect and courtesy; and
- conduct themselves in a way that does not make staff feel threatened. This includes shouting, swearing or intimidating behaviour at odds with the Parent/Guardian and Visitor Code of Conduct.

Parents/Guardians have a right to:

- be respected and recognised as the major influence upon their child's development;
- be able to express themselves on matters of Centre policy;
- meet with the Director and/or Coordinator at a mutually convenient time; and
- be offered the same courtesy and respect within the Centre as the Centre staff.

## **Priority of Access and Non-discriminatory Access**

Robina OSHC ensures that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for primary school age children aged between Prep and Grade 6. Children from Robina State School have priority during Before School Care and After School Care, during Vacation Care Robina OSHC is available to the community and no priority access is given to Robina State School students.

The Centre will follow the priority of access guidelines set down by the Commonwealth Department of Family and Community Services (refer Child Care Service Handbook 2004-05 Section 6.3. A copy of this is located at the service). These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

<b>First priority</b>	A child at risk of serious abuse or neglect
<b>Second priority</b>	A child of a single parent who satisfies, or has parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act
<b>Third priority</b>	Any other child

If deemed necessary by the Robina State School P&C Association, children classed as a third priority will be required to leave the Centre for the Centre to provide a place for a higher priority child. A period of two weeks notice will be given to parents/guardians.

## Respect for Children

The best interests of the child are of paramount concern at Robina 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 and valued individuals. Children are 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 Centre. We respect the abilities and diversity of all children in our care.

Robina OSHC abides by the Child Care Regulations 2003 and we are licensed under the Department of Education, Training and Employment (DETE), Education and Care Services National Law and the Education and Care Services National Regulations. We pride ourselves in abiding by these laws especially in relation to:

- child/staff ratio's
- staff qualifications and
- the quality programs our Centre provides for your children which incorporate the following:
  - social/emotional development
  - physical development
  - cognitive development
  - language development
  - self help skills
  - independence and reassurance

If you require any information in relation to the Regulations or Law you can ask the Director or Coordinator to see their copy which is located in the office, alternatively you can contact the department's information service on 3237 0111.

## INFORMATION ABOUT NOMINATED SUPERVISORS/CO-ORDINATORS

Team Member Name	Position	Team Member Qualifications
Lisa Turner	Coordinator	<ul style="list-style-type: none"><li>•Diploma of Children Services</li><li>•First Aid</li><li>•Blue Card</li></ul>
Emma Ellis	Assistant Coordinator	<ul style="list-style-type: none"><li>▪ Studying Diploma of Early Childhood Education and Care</li><li>▪ First Aid</li><li>▪ Blue Card</li></ul>
Bonnita de Jong	Educational Leader	<ul style="list-style-type: none"><li>▪ Bachelor of Primary Education</li><li>▪ First Aid</li><li>▪ Blue Card</li></ul>

Information about further staff are displayed on the window outside the OSHC Office.

If you have any questions in relation to:

- I. A general description of the activities and experiences given by the Centre;
- II. The Centre's philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved;
- III. The goals about knowledge and skills to be developed through the activities and experienced.

Please speak with the Director and /or /Coordinator.

All staff qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Quality Framework and the Child Care Act 2002.

Children are actively supervised by at least two adults at all times to ensure that they are protected from harm:

At the service	one staff for every fifteen children
On excursions	one staff for every eight children
During water activities	one staff for every five children

Robina OSHC endeavours to provide adequate, relevant and ongoing training and development for staff to enable them to do their job better and to comply properly with these policies and procedures and other requirements of Robina OSHC.

Staff employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the Centre's Child Protection Policy. Staff have obtained or applied for and given to the Licensee of the service a current positive suitability notice under the *Commission for Children and Young People Act 2000*.

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

## **Caring for our Children**

### **Arrivals and Departures**

When your child has been duly signed in by an authorised person, the Centre takes responsibility for the child until they are duly signed out by the authorised person collecting them.

For the safety and protection of children, and in keeping with duty of care considerations, Robina OSHC has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the Centre.

Robina OSHC Centre opens at 6.30am. No child will be admitted prior to 6.30am due to legal reasons. All children will be signed in and out in the Attendance Register by the parent/guardian or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so. This sheet will state the child's name and exact time of arrival and departure, printed name of authorised person and signature.

Children should not be dropped off at the school gates; they must be brought into Robina OSHC and signed in by parent/guardian. The Centre takes no responsibility for children whose parents allow them to walk unsupervised to our door.

If a person is to collect a child who has not previously been nominated on the enrolment form i.e. in the case of an emergency, the parent or guardian may give permission by telephone or email for an alternative person to collect the child or for the child to leave the Centre unaccompanied. If the request is made via telephone, the parent must speak with the Director or Coordinator and the request will be entered into the bookings diary for that day. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

If child/ren booked in to Robina OSHC for After School Care have not arrived by the time all other children have been signed in (approximately 20 minutes after the bell has rung), the Robina State School Office or the child's classroom teacher will be contacted to see if there has been a change of care requirements by parent/guardian. If child has not been located within 30 minutes of school bell being rung, parent/guardian will be contacted on the phone numbers listed on the enrolment form, and if necessary emergency numbers, provided by the parents/guardians.

If at closing time (6.00pm) children have not been collected or parents have not made arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and



if necessary emergency numbers, provided by the parent/guardian. If no contact is made via emergency numbers advice will be sought from police and/or Department of Child Safety.

Parents/Guardians who have custodial rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the custodial papers. Staff will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the parent, or to an authorised person as permitted under the above procedure. If in doubt, the Director or Coordinator contacts a parent/guardian immediately to discuss.

**Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.**

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation in the bookings diary of verbal approval) will be kept. If only verbal approval is given, the parent will be required to provide written approval as soon as possible.

If a child is required to attend activities within the school grounds, written authority must be given prior to commencement of the activity. Robina OSHC will not permit a child to leave the service unaccompanied to attend an external activity unless an Activity Permission Form detailing time of departure indicating a release of duty of care (or temporary verbal permission whilst a form is being completed) has been provided by the parent/guardian.

If you have an emergency appointment and wish to collect your child quickly from the Centre, please telephone in advance and staff will endeavour to have your child ready when you arrive.

## Daily Routines

Routines play an important role in the operation of the Centre. Morning routines can consist of children reading, playing board games, active play, watching a movie, listening to music, playing with lego and blocks. With permission, children are allowed to leave the premises and go to school at 8.30am. Children in Prep are walked to class at 8.45am.

Children are signed in by an Educator immediately after school. Children in Prep are picked up from class in the afternoon. A light, nutritious snack will be served, followed by time for homework or free play outside and inside. A variety of structured activities such as art, craft, sports, gardening and music are organised daily. Opportunities for unstructured play or quiet time are also available to all

## Behaviour Management

We accept that children will come to Robina OSHC from a variety of backgrounds and various stages of socialisation. Children should be happy and want to attend our Centre. Behaviour support and management strategies play an important role in the smooth and safe running of the service.

Families, staff and children all have roles to play, as detailed in this Policy. Robina OSHC recognises the wide range of age groups that access school age care, as well as the differing developmental needs of individual children. Behaviour support and management are approached by:

- applying appropriate measures (in keeping with community standards);
- using consistency and compassion;
- having regard at all times to the respect and dignity and individual uniqueness of the child; and
- having regard to the other principles set out in the Philosophy Statement of Robina OSHC.

Educators are trained in the developmental stages of the differing ages of the children who attend Robina OSHC, and will apply appropriate behaviour support and guidance techniques which will be consistent with the philosophy of the Centre.

Educators involve the children as far as reasonably possible in developing Rules of Behaviour outlined in this Handbook for Robina OSHC. The Rules of Behaviour are clear, child-focused, based on acceptable wider community expectations and easy to understand. They are on display throughout Robina OSHC.

Educators discuss the Rules of Behaviour with the children on a regular basis, helping the children to focus on appropriate behaviour and understand the consequences or choices and actions.

Educators do not at any time humiliate or physically punish children for inappropriate behaviour.

**Educators handle all issues involving the children at Robina OSHC. Parents will not approach other children within the Centre. Parents are not to approach educators regarding any issues with Robina OSHC, instead any questions, queries or complaints should be directed to the Director, Coordinator or Nominated Supervisor.**

Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the Centre still apply. If an Educator observes a child breaking the rules they will discuss the behaviour with the child.

Safe, enjoyable excursions are an important part of programming at Robina OSHC. The Director and/or Coordinator reserve the right to have the child withdrawn from excursions if their behaviour is deemed to be unacceptable by the Director, Coordinator, Nominated Supervisor and Educators. We provide no alternative care on excursion days. The parent/guardian would be responsible for finding alternative care.

On occasion it may be necessary for an individual behavioural plan to be developed for a child. This plan will be developed collaboratively with the Director, Coordinator, parent/guardian, child and other health/educational professional if required.

Supervised time-away will be used where required to allow a cooling-off period for the child. This time-away will be no longer than 10 minutes, or as defined by an individual behavioural plan.

## Rules of Behaviour

As part of our commitment to quality care for the children at our Centre, we have basic rules for the children to follow. These rules are developed with input from the children to give them a sense of ownership over what happens within "their" space and are displayed prominently throughout the service.

- We stay with an Educator at all times.
- We listen and do what Educators ask us.
- We keep our hands and feet to ourselves at all times.
- We talk to others in respectful ways.
- We tell Educators where we are going.
- We clean up and respect our environment.
- We understand "Yes a Hat, Yes to Play"
- We have shoes on at all times.
- We don't climb or swing on trees or fences.
- If we get angry we will talk to someone about it.

## Damage to Equipment or Facilities

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child; it will become an expense to the parent.

## Exclusion for Behavioural Reasons

Robina OSHC has a duty of care to all children who attend and staff who work within the Centre. If:

- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or wellbeing of any child or other person in the Centre;
- a child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from social group);
- in the Director and/or Coordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person in Centre; and/or
- the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures, then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from Robina OSHC temporarily or, in some cases, permanently.

The process for exclusion is as follows:

First, second and third instance of breach of behaviour:

- Staff member who was present will write an Incident Report detailing the incident. Staff member will sign the Incident Report and parent/guardian and child will do the same.

Third incident:

- In addition to the above steps, after a third incident has been recorded, a letter will be sent to the parent/guardian from the Robina State School P&C Association, stating the child cannot return to the Centre for a period decided by the P & C Association and the Director and/or Coordinator.
- A meeting will be held between the Director, Coordinator, parent and child to discuss possible strategies for including the child back into the Centre.

Repeat incidences:

- If there is a repeat of the same behaviour, the child will be excluded, possibly permanently.

(Notification of a permanent exclusion in relation with this policy will also be made to the Robina State School Principal)

Immediate Exclusion:

If the child has been excluded from Robina State School and if a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child himself or herself, the parent/guardian of that child will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Director and/or Coordinator and the Robina OSHC with notification given to the Principal, with consideration to confidentiality. For the safety of all at Robina OSHC it may be necessary to implement the 'Immediate Exclusion' process without advancing through the set 'Process for Exclusion' steps specified above, in these cases the Director or Coordinator on duty will notify the P&C and School Principal as soon as is possible.

The Robina OSHC recognises the need for privacy in all matters relating to the care of our children. All subcommittee members, as well as Robina P&C representatives involved with Robina OSHC, have signed and agree to abide by a confidentiality agreement.

Whilst every effort is made to include all children into Robina OSHC, there may be some children for whom our Centre is not suitable.

## Runaway Children

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

## Excursions

Robina OSHC includes excursions as a valuable part of its overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained.

Staff are not permitted to transport children in private cars. **Children are required to have suitable footwear for ALL excursions.** Please check Vacation Care schedule 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.

All parents/guardians are required to sign an Excursion Permission Form for each excursion. The same illness and injury procedures apply on an excursion as apply whilst at the Centre.

## Food

Robina OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/guardians are encouraged to participate in this approach to nutrition for their children by packing healthy meals and snacks for their children. If your child has any dietary requirements you must inform the Director or Coordinator immediately, so that we are able to accommodate for your child's needs.

Robina OSHC provides breakfast and afternoon tea for the children during Before School Care, After School Care, and Vacation Care. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with the Director, Coordinator or Nominated Supervisor.

Due to requirements for duty of care, Robina OSHC aims to be a **nut-free zone**. It is vital that foods containing nuts or nut products are not brought to the Centre at any time for the safety of our Anaphylactic children.

It is the responsibility of the parent/guardian to supply adequate lunch during Vacation Care, unless specified on the Vacation Care program. Please provide lunches which are ready to eat and do not require preparation such as heating or cooking (e.g. please do not bring pastas, 2 minute noodles etc. ). The bringing of takeaway food for the children, particularly in the mornings, is discouraged.

Children are not permitted to bring lollies or chewing gum to the Centre. On occasion, Robina OSHC will supply lollies as treats for the children. Water is available to children at all times.

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

## Health and Safety

An evacuation and harassment plan is situated in all rooms used by the Centre. We ask all parents, staff and children to familiarise themselves with the procedures. Fire, evacuation and harassment drills are practiced regularly. Should you be present during a drill, please participate. Regular evacuation drills give the children an opportunity to become familiar with the routine and planned evacuation/harassment procedure. During such drills a sign will be displayed notifying parents of the groups' location.

No smoking at or about Robina OSHC or Robina State School is a condition of entry for all people including staff, parents and others entering the Centre as per Education Queensland policy.

## Illness and Injury

Whilst Robina OSHC actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries take place. In the case of a minor injury or illness, a staff member will attend to the incident and an Illness and Injury Report will be completed. Please sign this

form after speaking with staff to verify you have been advised of the incident. Where a more serious incident occurs, parent/guardian will be contacted immediately. Please ensure your families' emergency contact details are kept up to date by advising Robina OSHC of any changes.

Children who are ill will not be accepted by Robina OSHC. Also children who have been excluded from Robina State School due to illness or injury will not be permitted at the centre.

Qualified staff will administer basic first aid only. If contact cannot be made with parent/guardian and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Under the Community Ambulance Cover Act 2003, all Queensland residents are covered for ambulance transport services any time, anywhere across Australia. Families who are not Queensland residents must seek cover at own cost.

If a child becomes ill or injured while attending Robina OSHC:

- staff will comfort and calm the child;
- all significant head injuries will be reported to parent/guardian, notifying of circumstances including treatment administered and if the child returned to normal activities when deemed appropriate by a qualified staff member;
- a staff qualified in first aid will administer appropriate first aid and assess the child's condition in consultation with the Director, Coordinator or Nominated Supervisor.
- no staff member will administer non-prescribed medications to any child;
- if necessary, the Director, Coordinator, Nominated Supervisor or qualified Educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;
- if necessary, the Director, Coordinator, or qualified Educator, will contact the parents/guardians to collect their child as soon as possible;
- the child will be kept under adult supervision and their condition monitored until the parents arrival; and
- where a child requires medication, consent will first be obtained from the parent/guardian. If this is not possible, consent will be obtained from the child's doctor.

Symptoms of illness include, but are not limited to:

- vomiting or diarrhoea;
- high temperature, flushed appearance or unusual pallor;
- skin eruptions or swelling;
- severe coughing or unusual coloured nasal discharge; or
- stomach or headaches that are severe enough to cause a child genuine discomfort.

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- the Director, Coordinator, or qualified Educator, will direct a staff member to call an ambulance;
- all attempts will be made to notify the parents;
- if parents are unable to accompany the child to the hospital, the Director, Coordinator, or qualified Educator will accompany the child provided that at least one staff member who is qualified in first aid is left at the Centre and that the Centre staff ratios are still met; and
- costs incurred in obtaining medical attention for a child will be met by the parents.

## **Immunisation and Non-immunisation**

Children who are younger than seven must meet the Australian Government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB. Families can ask the Department of Human Services (DHS) for information about the requirements and exemptions.

If your child has not been immunised, they may be excluded from care if there is an outbreak of an infectious disease against which your child had not been immunised. A medical certificate or written statement from the parent explaining the child's absence is required to support a claim for CCB. This period of exclusion is in accordance with the table below. Staff at the Centre who are not immunised will also be excluded, and permitted to return to work. (Refer to Policy 4.19)

## Infectious Diseases

Robina OSHC strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people including children, staff and parents with infectious diseases will be excluded from attending the Centre to prevent the diseases spreading to others.

### Monitoring

Robina OSHC will subscribe to reasonably available alert services through the Australian Government Department of Health (see [www.health.gov.au](http://www.health.gov.au) and [www.nhmrc.gov.au](http://www.nhmrc.gov.au)) and Queensland Health ([www.health.qld.gov.au](http://www.health.qld.gov.au)) to keep up-to-date information on infectious diseases within the community.

### Reporting

It is the responsibility of parents/guardians to inform the Director or Coordinator of any infectious disease that their child or other immediate family members may be suffering. Children who are ill should not be brought to the Centre.

Robina OSHC is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Australian Government Department of Health) and also to report this to parents of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

Records in regard to infectious disease will be maintained by the Director or Coordinator. These records will include the child's name, age, symptoms, date and time staff first noticed the illness and any action taken. This record will **NOT** be available to other parents/guardians in view of the sensitive nature of a child's health information. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this Centre.

The rights of individual privacy will be respected at all times, and in particular the Privacy Policy of Robina OSHC will be observed by all staff implementing these procedures relating to infectious diseases.

### Exclusion

All people, including children and staff, who are suffering from any infectious diseases need to be excluded from Robina OSHC to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:

- for children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- for staff, they will immediately be released from work to seek immediate medical attention and for the period of the infectious disease;
- for parents/guardians or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease; and
- if a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Australian Government Department of Health requirements).

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/staff, the doctor's certificate will be required before the child/staff member is re-admitted to the service (check at Department of Health – [www.health.gov.au](http://www.health.gov.au) and at Communicable Diseases Network of Australia – [www.nhmrc.gov.au](http://www.nhmrc.gov.au) - for more information).

### Head Lice

In the event of head lice, parent will be advised of the condition upon collection of the child. All children with long hair are encouraged to wear their hair tied back.

## Medication

In the interests of health and wellbeing of the children, Robina OSHC will permit medicines to be given to a child only if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours. Medication without prescription labelling including Panadol CANNOT be administered.

Staff will be permitted to administer medication to a child only if it is:

- a prescribed medication;
- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- accompanied by a letter of authority from the parent/guardian.

All medication is to be given to Director or Coordinator and stored in a lockable cupboard. No medication is to be stored in a child's school bag.

For asthma, diabetes or other similar ongoing medications, parents/guardians are required to advise the Director or Coordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

On occasion it may be necessary for an individual illness plan to be developed for a child. These plans will be developed collaboratively with the Director and/or Coordinator, parent/guardian, child and other health/educational professional if required and may relate to management plans surrounding asthma, epilepsy etc.

## Personal Effects

We discourage children from bringing toys from home (such as stuffed toys, Gameboys and CD players) as we cannot guarantee the safety of these items. If a child does bring personal belongings to the Centre, they do so at their own risk, and will be asked to put the toys in their bags. We supply a range of appropriate activities for our children limiting the need for personal belongings to be brought from home. Children's mobile phones are not permitted at Robina OSHC. We have a land line phone on which parents can contact us at any time.

## Weekly Planning

Robina OSHC designs and provides tailored weekly programs catering to the children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing the weekly plan, Robina OSHC recognises the importance of an understanding of middle childhood and play in the development of children.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our plans, with a strong focus on child-initiated and child-choice experiences.

In accordance with OSHC National Quality Framework (My Time, Our Place), observations are taken of the children to aid in the programming evaluation cycle.

The Director or Coordinator will happily discuss any aspect of the program with interested parents. Family surveys are handed out to help convey parents' and children's thoughts and input into the program. The weekly planning is on display in the OSHC office.

## Sun Safety

Children, staff and volunteers will wear hats and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities which will be kept to a minimum during the hours of 10.00am and 3.00pm over Vacation Care.

Robina OSHC will supply SPF 30 sunscreen for all children attending. If your child has their own sunscreen, please inform staff. Sunscreen will be offered before children engaged in outdoor play. Sun smart t-shirts (or normal t-shirts if sun smart t-shirts aren't available) must be worn over swimmers during swimming, as well as sunscreen. Children without adequate sun protection must play indoors or under cover areas only.

## Clothing

During Before School 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. **All children must wear closed in shoes to the Centre.** 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.

Robina OSHC provides purple shirts for children to wear on Excursion days so we can easily identify the children from our Centre. Hats will be worn in accordance with Robina OSHC Sun Safety Policy.

## Homework

Robina OSHC cannot supply children one on one supervision by staff for children to do their homework. However Robina OSHC can supply space should students wish to complete any homework. It should be noted that staff are not tutors and cannot provide one on one support or mark homework. Robina OSHC will not be held responsible for ensuring children complete homework.

## Use of Photos

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

If you have any queries about the use of photos, please see the Director or Coordinator.

## Payment for Care

### Fees

**Before School Care** - \$17.00 Per Child (Full Fee)

**After School Care** - \$24.00 Per Child (Full Fee)

**Vacation Care** - \$55.00 Per Child (Full Fee)

## Payment of Fees and Outstanding Fees

It is our aim to provide a quality service to families at an affordable price. The fee schedule is included in the Family Enrolment Pack. The P&C Association will set fees based on the annual budget required for the provision of high-quality childcare that is in keeping with our philosophy, goals and Centre policies and procedures. Parents will be notified of any changes.

Calculation of fees takes place on Monday each week. The fees are for the week that the statement is emailed. Changes made to bookings after Monday will be reflected on the following statement.

If requested, a receipt will be issued at time of payment. **Staff will not, under any circumstances, receive a cash payment without issuing a receipt.**

Payment is by EFTPOS, credit card, paypass, cash, or bank transfer.



### **During Vacation Care:**

- All fees in relation to Vacation Care must be kept one week in advance.
- All outstanding fees relating to Before and After School Care must be paid in full prior to acceptance of a child into Vacation Care.
- Excursions are an important part of the programming of our Centre. As numbers may be limited, it is best to book promptly as places are given on a first in, first served basis. An extra charge applies to all excursions; however, it is kept to a minimum.

If fees are overdue by two weeks:

- in the first instance, a reminder will be included on statement, for parent to pay account.
- if no payment has been received by the following week, a reminder text message from the OSHC Office will be made.
- if after another week payment has still not been received, written notification from the P & C Association will be sent;
- under extreme circumstances, families can contact the Robina OSHC Office to discuss a payment plan;
- if no arrangements have been made after the phone call and the letter from the P&C Association, the parent will then be contacted by the Robina OSHC and will be informed that continued enrolment is dependent on the payment of the fees outstanding;
- the Robina State School P&C Association may, in its discretion, exclude the child temporarily or permanently from further attending the Centre if the parents have not met the requirements associated with the payment of fees, and;
- a debt collection agency may be used if payment of fees has not been received. Any accounts referred to a debt collector will incur additional fees that the account holder will be liable for.
- Outstanding amounts will be handed to our debt collection agency if prior arrangements have not been made with Robina OSHC regarding settlement. Enrolment information specifically required for the purpose of debt recovery and identification of individuals in default may be forwarded to legal and/or collection agencies for legal recovery action.

In the case of default, enrolment details may be listed on the National Default Register for a period of six (6) years and 30days or until paid. This information may be accessed by other providers at the time of enrolment.

### **Late Collection and Fees Payable**

Closing time of this Centre is 6.00pm. We ask that you ensure your child is collected before this time. If there has been an emergency please contact the Director or Coordinator as soon as you are aware that there may be a problem with the on-time collection of your child. Parents who collect their children after this time will incur a late fee as follows:

- \$25 for the first 10 minutes (or part thereof) after 6pm and \$1 per minute after.
- Continual late pick-ups will result in the possible exclusion of your child/ren from Robina OSHC.

### **Child Care Subsidy (CCS)**

CCS is a payment made to families to assist with the costs of childcare. Australian residents using childcare provided by approved child care services may receive CCS. This can be applied for through the DHS. All childcare details are confidential. It is the parent's responsibility to obtain and forward to the Nominated Supervisor/Co-ordinator a current Family Assessment Notice stating your entitlement. You must also ensure you have contacted DHS to link your family to this service. Please ensure you register Robina OSHC's CCMS (Child Care Management System) Approval ID even if you do not require CCS at present. Full fees will be charged until the service receives a CCS assessment notice. Credit for fees already paid will be made in accordance with the Australian Government Department of Education, Employment and Workplace Relations CCS Handbook.

ROBINA OSHC's Centrelink Customer Reference Number (CCRN) Are as followed:  
Before School Care and After School Care – 555 008 606L  
Vacation Care – 407 242 941X

## Bookings and Non-Booked Fees

At Robina OSHC we attempt to cater to all families with regard to days needed for care. It helps in our planning for staff and activities if you book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; however, due to restricted places there may be some days we will have to refuse care to casual bookings.

### Permanent Bookings

A routine booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week or fortnight.

All requests for permanent or recurring bookings are to be made online through the My Family Lounge account/portal. Once the request has been submitted it is then reviewed by OSHC staff. Only if/when requested spaces are available will you be sent an offer via email to confirm the requested bookings. The offer must be accepted before the offer expiry date to lock bookings in. If the offer is not accepted or declined by the expiry date, the offer will be withdrawn and no longer available until a new request is made. Permanent bookings are recommended for families who cannot risk being waitlisted.

Permanent bookings guarantees' that your child/children are booked in for the selected day/days and these repeat each week or fortnight.

### Casual Bookings

Casual Bookings Before School Care: You can book a Before School Care session online via the My Family Lounge parent app up until 7:00am on the day of the Service session.

Casual Bookings for After School Care: You can book an After School Care session online via the My Family Lounge account/App up until 1:00pm on the day of the session, for any bookings made after this time you will be required to contact the OSHC office on 07 5575 9953. Your child will be booked into the Service once a booking is made either by yourself on the Parent Portal or by the Robina OSHC staff upon your request to them.

#### **ANY CHILD ATTENDING OSHC NEEDS TO HAVE A CONFIRMED BOOKING BEFORE ATTENDANCE.**

Please note: Due to limited spaces for Before and After School Care, a Non-Booked fee of \$10.00 per child will be charged for **ANY** children that are **NOT** booked into a session.

## Cancellations and Non-Cancellation Fees

Parents/Guardians must notify Robina OSHC Office of cancellations to a session booking. **Children are not to phone to cancel or make a booking.** A permanent cancellation must be made by 12.00pm on the day of cancellation for there to be a "non-cancellation fee" charged for the absence (you will still be charged for your permanent booked day). To cancel, phone Robina OSHC Office on 5575 9953, if unattended a message must be left on the OSHC answering machine or staff spoken to directly during the day before 12.00pm, informing of the child's absence.

**NB: Robina State School do not inform OSHC Office of any absences unless instructed by the parents.**

## Allowable and Approved Absences

Allowable or approved absences will be charged in accordance with the Australian Government Department of Education, Employment and Workplace Relations CCB Handbook, or at the discretion of the Director and/or Coordinator.

Each child is allowed 42 "Allowable Absences" per financial year. Once the 42 absent days have been used, full fees will be charged on further absence days the child has within the same calendar year. Each child is allowed unlimited Approved Absences per financial year provided the evidence is available for eligibility as per Child Care Benefit legislation. The Director or Coordinator has on hand the CCB Handbook which details the definition of these absences if required. Copies of paperwork will be retained by Centre.