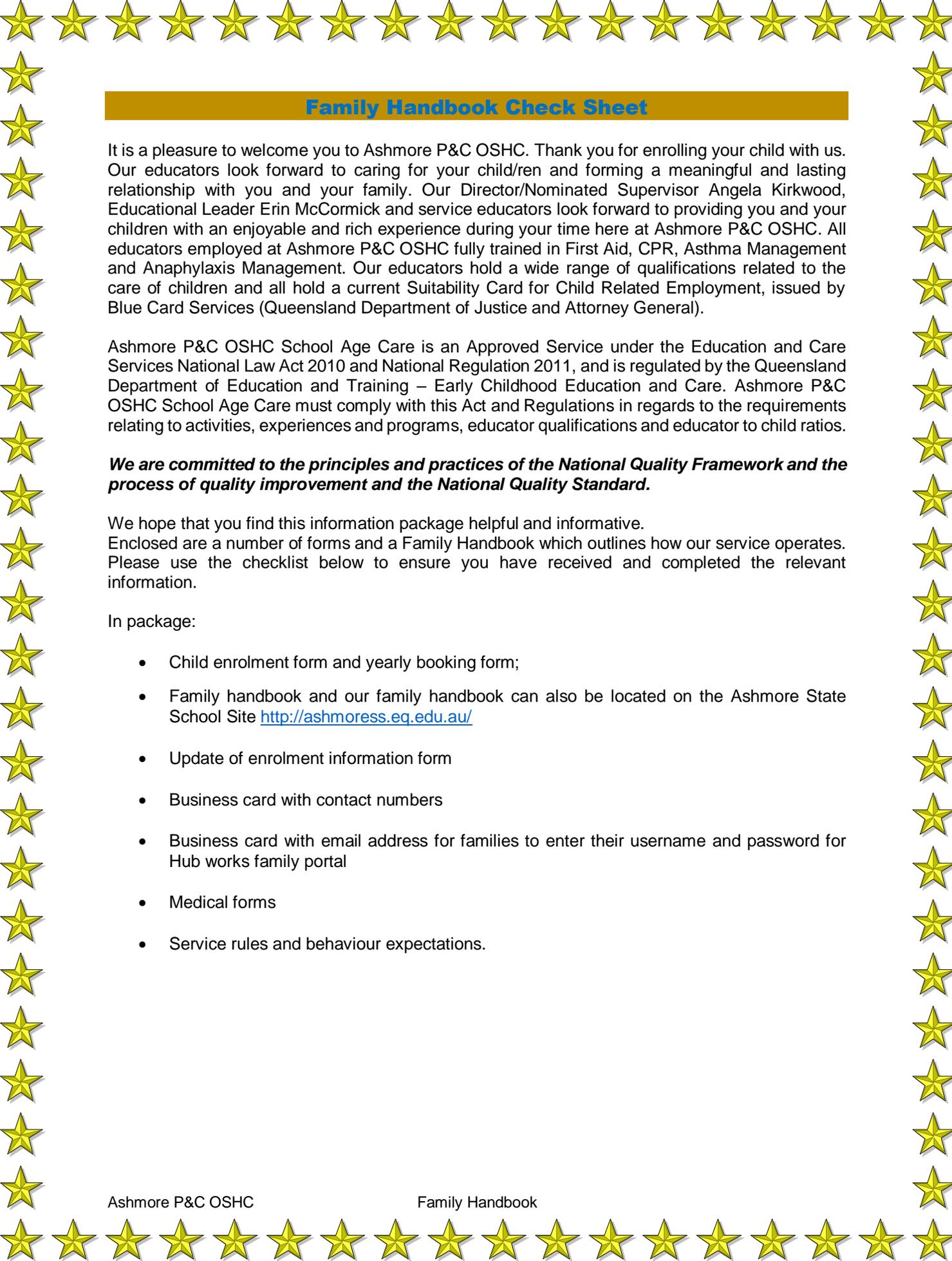


ASHMORE STATE SCHOOL OUTSIDE SCHOOL HOURS CARE

FAMILY HANDBOOK



Ashmore P&C Outside School Hours Care
Ashmore State Primary School
92-122 Currumburra Road Ashmore, QLD 4214
Phone: (07) 5597 5885 or 0484 011 755
Email: ashmoreoshc@outlook.com
Website: [https://ashmoress.eq.edu.au/Facilities/Outofschoolhoursca/
Pages/Outofschoolhourscare.aspx](https://ashmoress.eq.edu.au/Facilities/Outofschoolhoursca/Pages/Outofschoolhourscare.aspx)



Family Handbook Check Sheet

It is a pleasure to welcome you to Ashmore P&C OSHC. Thank you for enrolling your child with us. Our educators look forward to caring for your child/ren and forming a meaningful and lasting relationship with you and your family. Our Director/Nominated Supervisor Angela Kirkwood, Educational Leader Erin McCormick and service educators look forward to providing you and your children with an enjoyable and rich experience during your time here at Ashmore P&C OSHC. All educators employed at Ashmore P&C OSHC fully trained in First Aid, CPR, Asthma Management and Anaphylaxis Management. 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).

Ashmore P&C OSHC 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. Ashmore P&C OSHC School Age Care must comply with this Act and Regulations in regards to the requirements relating to activities, experiences and programs, educator qualifications and educator to child ratios.

We are committed to the principles and practices of the National Quality Framework and the process of quality improvement and the National Quality Standard.

We hope that you find this information package helpful and informative. Enclosed are a number of forms and a Family Handbook which outlines how our service operates. Please use the checklist below to ensure you have received and completed the relevant information.

In package:

- Child enrolment form and yearly booking form;
- Family handbook and our family handbook can also be located on the Ashmore State School Site <http://ashmoress.eq.edu.au/>
- Update of enrolment information form
- Business card with contact numbers
- Business card with email address for families to enter their username and password for Hub works family portal
- Medical forms
- Service rules and behaviour expectations.

- I have received all of the above information.
- I have had the opportunity to have an interview with the Director/Assistant Director to discuss my child/ren'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 Centre link for Child Care Benefit, and the Service will not be able to apply CCB to my fees until this process has been completed.
- I agree to abide by the Ashmore P&C OSHC School Age Care Services Policies and Procedures located in a Display folder in the Family Information 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 and complete the updated enrolment information form or update the information through the family hub portal on Hub Works.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Service Educator Name: _____

Position: _____

Signature: _____

Date: _____

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



Ashmore P&C OSHC School Age Care

92-122 Currumburra Road
Ashmore
Queensland 4214

Contact Details:

Director: Angela Kirkwood
Mob: 0484 001 755
Email: ashmoreoshc@outlook.com

Service Child Benefit Provider Numbers:

Before School Care: **4-4QJISID**
After School Care: **4-4QJISLZ**
Vacation Care: **4-4QJISPL**

Hours:

Before School Care:	6:30am - 9:00am
After School Care:	3:00pm - 6:30pm
Vacation Care:	6:30am - 6:30pm
Pupil Free Days:	6:30am - 6.30pm
Public Holidays:	Closed
Christmas Period:	to Be Announced in October every year.

Approved Provider Contact Details:

P&C President: Ron Odle
P&C Vice President: Tamara Hellwig
P&C Secretary: Rochelle Cooke
P&C Treasurer: Julia Williams

Fees and Charges (before Commonwealth Child Care Benefit reductions)

Before School Care (includes breakfast): \$16.00
After School Care (includes afternoon tea and late snack): \$21.00
Vacation Care and Pupil Free Day (includes breakfast, afternoon tea and late snack): \$55.00
(Additional fees are charged for excursion/ incursion /special event days. Please ask
Director/Assistant Director about amounts)

Remove this sheet and stick to fridge for easy reference!



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SECTION ONE: ABOUT ASHMORE P&C OSHC

ASHMORE P&C OSHC is a P&C Association, non-profit, 100 place outside school care hours center that offers Before School Care, Afternoon School Care and Vacation Care Programs to primary school aged children from Ashmore State Primary School and other Primary Schools in the surrounding community. Our programs are centered and incorporate the National Quality Framework "MY TIME OUR PLACE" and is governed by the National Education and Care National Laws Act 2010 and Regulations 2011.

1.1 Our Philosophy

ASHMORE P&C OSHC Philosophy statement provides the foundation for all activities, experiences, policies and procedures of the service. Wherever there is uncertainty with service policy or procedures on any issue, the service uses these principles, practices and philosophies to guide decisions and help resolve the issue and concerns. The written policies and procedures of the service have been developed, and will be monitored and reviewed with these values in mind. Please refer to appendix C for a copy of ASHMORE P&C OSHC service philosophy

1.2 Ashmore P&C OSHC Goals

ASHMORE P&C OSHC School Age Care has a number of goals on which our service is guided by. These goals are based on the outcomes for children as outlined in the "My Time Our Place" National Quality Framework for School Age Care in Australia.

For Our Children:

- Provide all children with a safe, secure inclusive environment.
- Assist children to enhance their life skills through the use of appropriate programming, activities and interactions with educators, school and surrounding community.
- Encourage children to be responsible, respectful and engaged with others, the environment and the guidelines and rules of the service.
- To support children as they develop and grow their sense of being, Belonging and Becoming.

For Our Families:

- Communicate openly, respectfully and effectively to build understanding of the expectations within the service.
- To encourage families input into our service programs and to utilize special skills, expertise and diversity of our families, communities and educators.
- Provide families information regarding the program and children's experiences within the service through program templates, surveys and newsletters.

For Our Educators:

- Encourage educators to develop and enhance their skills and abilities through professional development training opportunities and team meetings.
- Provide a safe, secure, stimulating and enjoyable environment to interact with other educators, children, families the school and surrounding community.
- Engage in reflective practice, ongoing learning and evaluation through the services philosophy, ethics and everyday practice.

1.3 Who can use Ashmore P&C OSHC

Any primary school aged child may use ASHMORE P&C OSHC Before School, After School and Vacation Care programs (Prep – Grade 7, Child/ren can access care up until they are 13 years of age). No family shall be denied access on the grounds of race, sex, culture, religion or ability, in accordance with the Anti-Discrimination Act for Queensland 1991. A limited number of children who have not commenced Prep are eligible to attend January Vacation Care in the year they are due to start Prep. Priority of Access will be determined by information provided by families on their enrolment form and by the services Priority of Access forms.

Priority categories:

First Priority: a child at risk of serious abuse or neglect;

Second Priority: 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'

Third Priority: any other child.

Priority sub-categories

Within these main categories priority is given to the following children:
(Please note that these sub-categories are not in prioritised order and all sub-categories are viewed as equal).

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families from a non-English speaking background;

- children in socially isolated families; and
- children of single parents

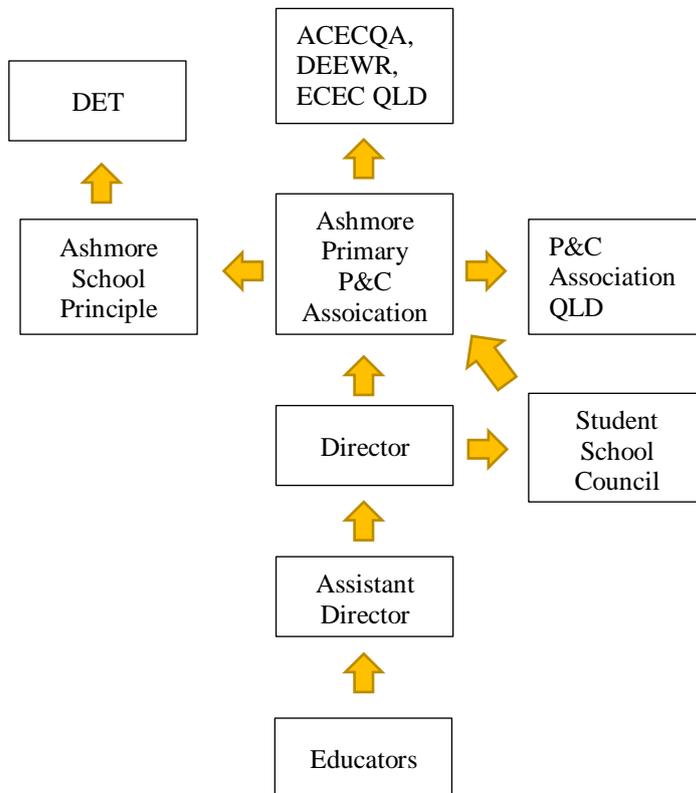
The service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. The service will give least 14 day's notice of the need for the child to vacate the session. The service is accessible to children with special needs and their families. The number of available places for children with special needs is determined by government guidelines. An assessment process is necessary to determine if the centre is able to meet the individual needs of the child and their family.

1.4 Organisational Structure/Approved Provider

ASHMORE State School P&C Executive Association is the Approved Provider for Ashmore P&C OSHC School Age Care Service. P & C meetings are held on the third Monday of each month at The Ashmore Library Boardroom, starting at 1:30pm. The meetings have an agenda. Items for discussion can be submitted to the Director/Assistant Directors or member of the P & C executive up until 6:30 pm the day before the meeting.

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

A Quality Improvement Plan (QIP) has been developed for our service. Key areas of current progress are discussed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the service are involved in the development and review of the QIP. Policy and management issues should be directed to the Director/Assistant Director and P&C via the complaints/grievance policy outlined in this handbook.



1.5 Family Participation at Ashmore P&C OSHC

Family participation is encouraged throughout all aspects of ASHMORE P&C OSHC; a parent executive committee made up of four parent volunteers supports the educators with the day to day running of the service. Members of the Ashmore P&C executive committee are financial members of the P&C Association Queensland. The election of P&C executives is held at the AGM in March. Monthly meetings are held on the third Monday of every month at the Ashmore Library Boardroom starting at 1:30pm. From time to time the Ashmore P&C executive committee may review aspects of the service such as Policies and Procedures and programming. Parents and extended family are encouraged to share their values, goals and expectations in relation to their child's learning and development, and share their (and their extended family's) knowledge, skills or expertise and aspects of their family life and culture.

Ashmore OSHC Policy Reference: 9.6 Family and Community Participation.

1.6 OSHC Quality Assurance/Compliance

ASHMORE P&C OSHC has not to be rated under the National Quality Standard. When we undergo this process we will inform families, children and relevant stakeholders. The service can be rated within five rating levels which are Excellent, Exceeding, Meeting, Working Towards, Unsatisfactory. The service is rated based upon the seven areas of quality. These are Educational Program and Practice, Children's Health and Safety, Physical Environment, Staffing Arrangements, Relationships with Children, Collaborative Partnerships with Families and Communities and Leadership and Service Management. Once rated the rating is then display in the service environment and then placed on the ACECQA website site at <http://www.acecqa.gov.au/national-quality-framework/assessment-and-ratings>.

Ashmore OSHC Policy Reference: 10.1 Quality Compliance/Assurance.

SECTION TWO: ENROLMENT

2.1 Enrolment Information

An enrolment package must be completed and signed by a Parent/Guardian of the child/ren prior to the child/ren commencing care in any of our Before School Care, Afternoon School Care or Vacation Care sessions. Separate consent will be sorted every Vacation Care period for child/ren to participate in incursions and excursions.

Ashmore OSHC Policy Reference: 9.2 Enrolment and Orientation.

2.2 Family Induction and Orientation

All families will receive a family handbook within their enrolment packages and families will have access to our family via the Ashmore State Primary School website <https://ashmoress.eq.edu.au/Facilities/Outofschoolhours/Pages/Outofschoolhours.aspx> While it would be desirable for every child to visit the service and meet the educators prior to their first day of attendance, we recognize that this may not always be possible. But on their first day of attendance your child/ren will be teamed up with an educator, classroom friend or older child and receive an orientation of the services indoor and outdoor areas and boundaries. ASHMORE P&C OSHC educators will also participate in any of Ashmore State Schools Pre-Prep information sessions when they are conducted at the school. An interpreter can be arranged if necessary via **Interpreting, Translation Z Brisbane: (07) 3123 4887 and Language communicator: Deaf Services Queensland: (07) 3892 8500.**

Ashmore OSHC Policy Reference: 9.2 Enrolment and Orientation.

2.3 Arrival and Departures

ASHMORE P&C OSHC has strict procedures regarding the arrival and departure of children and particularly the persons (Authorised Nominee/Emergency Contact) who may collect children from the service. ASHMORE P&C OSHC services open at 6.30am. No child will be admitted prior to opening time due to legal restrictions. All children are to be signed in and out on the Attendance Register by the parent/guardian/educator/authorised nominee or other person whom the parent/guardian has nominated on the Enrolment Form.

When the authorized/nominee person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorized/nominee person. Children should not be dropped off at the school gates; they must be accompanied to the door of the ASHMORE P&C OSHC and signed in by parent/guardian/educator/ authorised nominee. ASHMORE P&C OSHC will not take responsibility for children whose parents/guardians allow them to walk/ride unsupervised to our door (Unless an Extra Curricular Activities record as been completed and signed).

If a child booked into ASHMORE P&C OSHC for After School Care has not arrived within 15 minutes of expected arrival, the Director/Assistant Director/Responsible Person and educators will follow procedures outlined in the relevant policy. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Safety.

If a child is not booked in and have an enrolment information with the service, but show up to our service they will be kept at the service until verification has been made were the child should be (If no verification is received within 30mins of the child presenting themselves to us the daily fee will be charged. If the child is not booked in and have no enrolment information with the service, the child will be escorted to the school office and school office notified of this.

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 must give permission by email or text message via mobile phone for an alternative person to collect the child. No request is made via telephone. The parent/guardian must provide the name, address, contact number and description of any such person concerned and proof of their identity will be required on arrival. 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 will be called immediately. If a parent/guardian is unable to collect their child/ren by the services closing time of 6:30pm every attend must be made to contact the service to notify the educators at the service. If no notification has been made the educators will make every attend to contact parents/guardians as well as authorised nominees/emergency contacts.

Ashmore OSHC Policy Reference: 2.4 Arrivals and Departures and 3.8 Extra-Curricular Activities.

2.4 Electronic Sign in

Due to current legislation under the Childcare Provider Handbook, Ashmore P&C OSHC is a service that provides electronic sign in. Upon enrolment of your child/ren to the service, you will be requested to set up a four-digit pin code that will be linked to a current phone number or mobile number. This is only to be used by the person who is nominated with the phone number or mobile number and four-digit pin. Under no circumstances are you to pass your number and four-digit pin to any family member or any persons you nominate as an emergency contact. Anyone listed or nominated on the enrolment form will be issued with their own four-digit pin to their own individual phone number or mobile number.

If for any reason you need to change your phone number or mobile number and/or you have forgotten your four- digit pin code, you will need to speak to one of four senior educators within the service environment. This can be neither Angela Kirkwood, Michelle Tuskin, Emily Smith or Dylon Snell. Under no circumstances should any children under the age of 16 years old be signing in or signing out children using this system.

Ashmore OSHC Policy Reference: 2.4 Arrivals and Departures and 2.14 Bookings and Cancellations.

SECTION THREE: FEES, BOOKINGS AND CANCELLATIONS

3.1 Fee Structure

The Ashmore Primary P & C Association reserves the right to raise fees in order to cover general operational costs. The committee will review fees on an annually basis. A minimum of three week's notice will be given in the event of a fee increase. All fees stated below are full base rate fees before and government entitles have been applied.

Before School Care	\$16.00 per child per session
Afternoon School Care	\$21.00 per child per session
Vacation Care/Pupil Free Day	\$55.00 per child per session
Excursions/Incursions (Vacation Care)	\$5.00-\$30.00 per child per session
Late Fee (After 6:30pm)	\$10.00 for the first 10mins per child \$1.00 per child for every minute after
Non-Cancellation/Absent Fee	\$5.00 per family (This is when no notification has been given that your child/ren is going to be absent from the service on their booked day)

Ashmore OSHC Policy Reference: 10.3 Budgeting and Planning and 10.4 Fees.

3.2 Fee Payments

ASHMORE P&C OSHC will accept permanent and casual bookings both of which incur the same fee. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week. Fees will be paid, for all days booked one week in advance. In regards to casual booked days fees must be paid by the end of that week. Fees can be payed weekly, fortnightly or monthly. Statements/Invoices will be emailed to all account holders at the end of the week on Friday. It is the parent's/ guardian's responsibility to indicate if they would like their account delivered by another means. OSHC fees will be reviewed by the Ashmore Executive committee annually and any fee increases will be communicated to parents/guardians with a minimum of three week's notice.

Payment Methods

- Direct debit via Hub Debit (Using credit card or bank account details).
- EFTPOS
- Amex and Diner's club are not accepted.

Direct Debit

- A direct debit transaction can be set up for a regular amount deduction or one off payments through our child care management software called Hub Works Hub Debit. (There is a one off establishment fee and for each transition action there is a fee of \$0.75cents).

EFTPOS

- Payments can be made through the Director/Assistant Director/Responsible person throughout the operation times of the service.

- * **Weekly** - fees will be debited to reflect one week in advance.
- * **Fortnightly** – fees will be debited to reflect two weeks in advance.
- * **Monthly** – fees will be debited to reflect two weeks in advance.
- * **Term** – fees will be debited at the beginning of every term.

Ashmore OSHC Policy Reference: 10.4 Fees.



3.3 Late Fees

ASHMORE P&C OSHC closes at 6:30pm. Parents/Guardians are requested to notify the educators at the service via phone if they are going to be past this time. A late fee of \$10.00 per child per session for the first 10mins and then \$1.00 per child per session for each minute after this (these fees are charged to compensate employees for overtime rates that will need to be pay in conjunction with the relevant industrial instruments).

Ashmore OSHC Policy Reference: 2.4 Arrivals and Departures of Children and 10.4 Fees.

3.4 Overdue Fees

ASHMORE P&C OSHC requests that all fees remaining one week in advance at all times. If fees have not been received and are overdue by one week (Five business days) the following steps will occur to provide consistency and recover the outstanding fees owed.

- If this is the first instance, the Director/Assistant Director will send out an outstanding fee letter via mail or email which require that payment plus one week in advance to be paid within one week (Five business days).
- If payment or response is not received after this first instance of contact within one week another outstanding fee letter will be issue via mail or email to once again request payment of outstanding fees plus two weeks in advance within one week.
- If payment or response is not received after this second instance of contact within one week a final outstanding fee letter will be issued through mail or email for the request of all outstanding fees plus three weeks in advance to be received within one week.
- If payment or response is not received after this third and final letter Ashmore P&C OSHC will seek the help of a debt collection agency and you child/ren will be excluded from the service.

Once outstanding fees have been handed to a debt collection agency the following will occur:

- Cancellations of your booked child/ren days will occur. A letter will be issued via mail or email.
- If all fees are collected and paid in full the parent/guardian will be required to write a letter addressing the Ashmore P&C Executive Committee requesting their places for their child/ren back at the service.
- If the Ashmore P&C Executive Committee accepts your child/ren back into care, all fees will be requested on a termly basis up front at the start of every term.
- Payment plans can be arranged through the Director/Assistant Director if parents/guardians are identified as struggling to meet the payment requirements. This will be carefully management by the Director/Assistant Director so that parents/guardians do not exceed their meanings.

Ashmore OSHC Policy Reference: 10.3 Budgeting and Planning and 10.4 Fees.

3.5 Cancellations and Refunds

There shall be no refunds given until prior correspondence has been sorted from the Ashmore P&C Executive Committee. Refunds we first be given as credit for future care. Refunds will be placed into bank accounts upon cancellation of care (Refunds can't be placed onto credit cards). Cancellations of bookings will be made in accordance with the bookings and cancellation policy. The relevant fees will incur in accordance with this policy. Cancellation of days must be given within 48 hours to avoid any relevant fees.

Ashmore OSHC Policy Reference: 2.14 Bookings and Cancellations, 10.3 Budgeting and Planning and 10.4 Fees.

3.6 Before and Afternoon School Care Bookings

When bookings are made by parents/guardians/authorised parties for child/ren to attend the service, it shall be required that:

- The priority of access requirements are followed;
- A completed enrolment form is received for the child 48 hours prior to their attendance at the service and it has been processed;
- Before enrolment is accepted for Before and Afternoon School Care, enrolment of the child into the school will be first confirmed with the school's enrolment officer before enrolment is accepted at the service.
- Parents are made aware of the service policies and procedures and have been provided with appropriate information in respect of the booking processes. Director/Assistant Director/Responsible Person will be responsible for the management of bookings and these will then be recorded into our Hub works system and then printed out from Hub Works for the parent/guardian/authorised person to sign.
- All fees associated with bookings, should the child not attend care due to illness or for any other reason, shall be required to be paid in full if two business day's notice is not given. CCS will apply in accordance with allowable and approved absence provisions. The service shall comply with reporting of bookings requirements as described by the Australian Government Department of Education, Training and Employment.

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

- From a parent/guardian/authorised persons in person;
- In writing or by email ashmoreoshc@outlook.com
- Through text message on **0484 001 755**;
- Cancellation of bookings for before and/or after school care, vacation care and pupil free days must be made two business days prior to the session starting (48 hours) or a fee, equal to the fee for that session will be charged.
- The session starting times for BSC is 6:30am, ASC is 15:00pm and VC/PFD is 6:30am.
- If the children's permanent or casual booking has not been cancelled before 2:45pm on the day they are to attend and the educators at the service must make attempts to locate the child, a non-cancellation fee of \$5.00 in addition to the prescribed fee for that session will be charged. Parents/Guardians must contact the service to notify the educators that their child/ren will be absent from the service for that day.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations.

3.7 Vacation Care Bookings

In addition to the above Vacation Care and Pupil Free Days bookings shall:

- Be completed on an appropriate booking form distributed with the program;
- Bookings will not be processed unless the booking form and excursion permission form have been completed fully, signed and dated prior to the beginning of the vacation care periods.

Cancellation of bookings for vacation care must be made within two business days prior to the session starting or a fee, equal to the fee for that session will be charged. Cancellations of booked days through the vacation care period can be made by phone/text messages, email or in person. Our emails and phone answering machines are date and time marked.

If the excursion or incursion has been pre-paid by Ashmore P&C Committee a four business days cancellation notice must be given or a fee, equal to the additional excursion/incursion fee for that session will be charged. The session costs will not be charged if two business day's notice is given. Pre-paid sessions will be indicated clearly on the vacation care booking forms.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations.



3.8 Booking Forms

Booking forms for Before and Afternoon School Care will be released in Week 10 Term 4 of every school year. Before and Afternoon School Care bookings are annually. All Before and Afternoon School Care bookings and waiting lists for each year are deleted from our childcare software system on the officially last day of the schooling year. Before and After permanent bookings will be carried through for the entire year unless otherwise advised via text message, email or in person). Changes to permanent bookings for Before and Afternoon School Care must be made by emailed, texted or in person by signing our cancellations form with an educator to avoid confusion. Under no circumstances will permanent bookings for Before and Afternoon School Care be accepted by phone. Vacation Care forms and programs will be sent out three weeks prior to each school term ending. These forms must be completed to secure days for your children during the vacation care period. There is a 48 hours processing time on all booking forms. The forms must be fully completed, dated and signed or they will not be processed (This is for Vacation Care only).

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations.

3.9 Waiting List Procedures

Under section 6.3 of the Children's Services Handbook when numbers exceed the licensed 100 places, and/or the educator to child ratio 1:15 can't be met due to educator's availabilities, a waiting list will be created on our Child Care Service Software Hub Works in accordance with our Priority of Access Policy and procedure.

If under the 14 day notification requirement: families under the '*Third Priority*' and not in any of the *subcategories* will be contacted by email or phone and asked if they are able to make their spot available. If they are unable to, then the First priority, second priority and main sub-category families on the waiting list will be emailed and given a list of the current services within the surrounding community.

If over the 14 day notification requirement: families under the '*Third Priority*' and not in any of the *sub-categories* will be contacted by email or phone and notified that their booking has been cancelled due to Ashmore P&C OSHC Priority of Access Policy and Procedures. This family will then be placed on a waiting list if requested. If the family has not been contacted by 24 hours prior to the session, the family should make alternative care arrangements if they have not done so already.

Families will be notified by email of all wait-listed bookings (including dates and sessions). Educators will contact the family if the booking becomes available. If the family has not been contacted by 24 hours prior to the session, the family should make alternative care arrangements if they have not done so already. A list of alternative child care services within the surrounding community will be available from the educators within the service.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations.

SECTION FOUR: Child Care Subsidy

4.1 Child Care Subsidy Rates

The child care subsidy rate of percentage is a payment that assists families with the cost of child care in Australia. This has been set up at by the Australian Government to assist families who are working, training, volunteering or studying. How this subsidy works is through the family completing an activity test, the family is awarded a number of eligible hours per fortnight and a rate of percentage per child. From this the subsidy nominated per child is paid directly to the nominated child care providers by the family who then pass this onto the family as a fee reduction. Families will then pay the nominated child care provider the difference between their subsidy and the full base rates that the child care service charges. Families are requested to complete an activity test and make a claim for a subsidy rate of percentage before each child begins care. Families will still need to provide full names, date of birth and CRN (Customer Reference Numbers) to the nominated service during the enrolment process.

The child care subsidy rate of percentage is base upon the families combined income earnings per financial year. (For example: a family with a combined income of \$66,958 or less will receive a subsidy rate of percentage of 85% of the full base rate charged by a child care service or of an hourly fee cap charged by a child care service).

In relation to child care subsidy rates, the government has a withholding rate of 5% per child. This 5% is withheld to assist families to minimize current or future debts at reconciliation, which could occur throughout the financial year due to changes in circumstances of families nominated incomes or activities. For further information in relation to child care subsidy rates of percentages please visit education.gov.au/eccc or humanservices.gov.au/childcaresubsidy or contact the Family Assistance Office on 13 61 50.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations and 10.4 Fees.

4.2 Allowable Absences

Each child receiving CCS is allowed 42 absences per financial year. Once the child has been absent for 42 days, the parent/guardian must pay the full fee for every subsequent session that the child is absent. Child Care Subsidy no longer applies. A Doctor's certificate must be supplied if a child is sick. All absences for booked care (allowable or otherwise) must be paid for.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations and 10.4 Fees.

4.3 Child Care Subsidy Activity Test

The child care subsidy activity test is designed to assist families to determine their entitled number of eligible hours of child care per child per fortnight. This is determined by the number of hours that parents undertake through full time, part time, volunteering and studying. The more hours that parents undertake within these activities the greater subsidised care they will have access to for their children.

In the case of two parent families, both the individual and their partner must either meet the activity test requirements or have an exemption. The hours of subsidised care for this family will be determined by the person with the lowest number of hours of activity per fortnight. In relation to sole parent families, the sole parent must meet the requirements of the activity test or have an exemption.

Below is a graph outlining the three steps of hours of activity versus the eligible hours of subsidy.

Steps	Hours of Activity Per Fortnight	Hours of Subsidy Per Fortnight Per Child
One	8 hours to 16 hours	36 hours
Two	More than 16 hours to 48 hours	72 hours
Three	More than 48 hours	100 hours

For a full list of exemptions and recognized activities in relation to the child care subsidy activity test please go to education.gov.au/eccc or humanservices.gov.au/childcaresubsidy or contact the Family Assistance Office on 13 61 50.

Ashmore OSHC Policy Reference: 2.14 Booking and Cancellations and 10.4 Fees.

SECTION FIVE: CHILD PROTECTION, EMERGENCY AND ILLNESS/INJURY PROCEDURES

5.1 Child Protection

ASHMORE P&C OSHC service regards their role in the protection of children in their care as of the utmost importance. The Ashmore P&C OSHC has a range of policies and procedures to keep children and young people safe. Details of these policies are available from an educator at the main indoor environment along with how you can report child safety concerns and general safeguarding children information for families. This includes Ashmore P&C OSHC service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All educators have been made aware of and trained in the Safeguarding and the Protection and Reporting of Child Abuse through our annually online training from **In Safe Hands**.

About In Safe Hands:

Since 2005 In Safe Hands Educators in Safety have built an invaluable reputation as the most trusted provider of Child Protection services in Australia.

In Safe Hands Educators in Safety has provided training to employees of over 1000 Government, Corporate and not for profit organisations.

At In Safe Hands Educators in Safety, our practical experience as Detectives investigating and managing child abuse cases, and our formal training and studies in education, law and psychology, provide us with a unique insight into the issue of Child Protection. We have the ability, based on real world knowledge, to know what works and what doesn't. Children and adults need skills that are well practiced and part of their subconscious behaviour – rather than behaviours designed to be employed only in a time of crisis. Our strategies are simple, easy to use, and are easily adopted subconsciously into people's daily lives so that in a time of crisis, they are utilised without second thought.

At In Safe Hands Educators In Safety, we centre our teaching methodology on educating as real life teachers of real life lessons - teachers who have been there and seen things first hand and have the ability to convert this experience into valuable knowledge for others. But probably most importantly, we've all had our own children – so we understand the stresses and challenges facing parents, carers and educators today. We know what it's like to be pushed to breaking point, to feel frustrated, and to struggle when money's tight. We also know how important it is to keep our children safe – and we know this can only be done using real and practical strategies.

With all of our experience, we have a genuine appreciation of the realities of today's world. We know that text books don't have all the answers and that often the best lessons are learnt through experience. It's our experience we share which gives people a real and practical insight into Child Protection and into understanding current legislation and literature. We demonstrate how Child Protection strategies put in place consistently from an early age, can continue to protect children through to their adult years – and can then be passed on to their children, creating perpetual learning.

We offer a series of Child Protection courses both online and face to face, designed to meet mandatory training requirements and provide participants with the skills and knowledge to provide best practice Child Protection on a daily basis. Our unique and innovative training system embraces a proactive 'whole of population' approach to Child Protection, which has as its primary goal the prevention of child abuse.

Ashmore OSHC Policy Reference: 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.5 Reporting of Child Abuse, 2.10 Reporting Guidelines and Directions for Handling Disclosures and Suspicions of harm and 2.16 Promoting Protective Behaviours.

5.2 Fire, Harassment And Lockdown

ASHMORE P&C OSHC management and educators have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons/children who are involved with our services. ASHMORE P&C OSHC will practice these drills once a term (Week 6) and through the first week of each vacation care. An evacuation and harassment plan are located towards the back-entrance door to the indoor environment and at the top of the stairs in the main hall area. We ask all parents/guardians and children to familiarise themselves with the procedures.

Ashmore OSHC Policy Reference: 7.1 Emergency Equipment and Facilities, 7.2 Drills and Evacuations, 7.3 Harassment and Lockdown and 7.4 Fire Safety Compliance.

5.3 Ratios and Staffing

All educator qualifications and child/staff ratios are in accordance with or better than the guidelines set in the National Education and Care Regulations and Laws. ASHMORE P&C OSHC will always have a minimum of two staff onsite at all times regardless of the number of children attending (For both opening and closing shifts). This policy is strictly adhered to and is put in place to protect both the children and the educators at ASHMORE P&C OSHC. The following are child/staff ratios that ASHMORE P&C OSHC will adhere to:

- | | |
|---|-----------------------------|
| • In house/ on grounds: | 1:15 Children |
| • Incursions on grounds: | 1:12 – 1:15 Children |
| • High Risk activities on grounds (Cooking): | 1:9 Children |
| • Excursions | 1:8 – 1:10 Children |
| • Water Excursions | 1:5 Children |

Staff 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 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm. 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.

Ashmore OSHC Policy Reference: 2.3 Educator to Child Ratio, 8.1 Role and Expectations and 8.3 Recruitment and Employment of Educators.

5.4 Medication

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

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing, reason for medication and is within the expiry date period; and
- Accompanied by a Medication Authority Form and a Medication and Administration Record that has been completed by the Parent/Guardian/Caregiver.
- Under no circumstances will educators of Ashmore P&C OSHC administrate any type of Panadol or Panadol related products to any children whilst they are in the care of Ashmore P&C OSHC.

All medication will be stored in a locked medication box and placed in a locked cupboard. Storage should prevent unsupervised access and damage to medicines e.g. some may require refrigeration. Educators will also be required upon receiving medication from a Parent/Guardian to sign the Medication onto our Medication Intake/Storage Register.

All medication will be administered by the Director/Assistant Director (or a Responsible Person) and witnessed by another educator. Administration of medication will be recorded in a Medication and Administration Record. The Director/Assistant Director or the absent of the Director/Assistant Director a Responsible Person and educator witness must fill out and sign the record with the parent signing acknowledgement at the end of the day.

All unused medication will be returned to the parent on collection of the child if requested. If the medication needs to be stored for a continuously period at the service, the Medication Intake/Storage Register will need to be completed by the educator receiving the medication.

Individual medical management plans and risk minimisation/communication plans will be developed in conjunction with the Director/Assistant Director or a Responsible Person, Parent/Guardian, child and other health/educational professionals as required. These are for children with Asthma, Anaphylaxis and Diabetes.

Children self-administering medication

The service permits children to self-administer medication however the Authority to Administrated Medication Form must be completed by the Parent/Guardian, prior to the child administering the medication.

This information will be detailed in the child's medical management plan and the minimisation/communication plans. In the minimisation/communication plans it will detail the location of the child's medication for self-administration and must be readily available to all educators in an event of an emergency.

Educators will supervise children who are self-administering medications to promote consistency and ensure the welfare of all children using the service. Educators will ensure each child follows all administration of medication, health and hygiene procedures. All educators at the service will record all instances of supervised self-administration of medication on the Medication and Administration Record and have the Parent/Guardian sign this upon collection of the child.

For children with asthma, diabetes or other similar ongoing medical conditions requiring medication, Parents/Guardians will be required to advise the Director/Assistant Director in writing whether their child will be responsible for administering their own medication as well as full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered. This will then be recorded on our Authority to Administrated Medication Form.

Ashmore OSHC Policy Reference: 4.5 Incident, Illness, Injury and Trauma, 4.6 Medication, 4.10 Anaphylaxis Management, 4.15 Asthma Management and 4.17 Medical Conditions.

5.5 Infectious Diseases

ASHMORE P&C OSHC strives to remove immediate and/or serious risks to the health of the children and educators from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases*. Accordingly, all people including children, educators and parents/guardians with infectious diseases will be excluded from attending the service. ASHMORE P&C OSHC refer to the National Health and medical Research Councils 'Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres (December 2005)' to determine exclusion periods. It is the responsibility of parents/guardians to inform the Director/Assistant Director of any infectious diseases that their child or immediate family members may be suffering. ASHMORE P&C OSHC is responsible to report this to all parents/guardians of other children or educators in this service as appropriate, but having regard to the privacy of individuals concerned. In the event of head lice, the parent/guardian will be called and encouraged to collect their child immediately. The child can only return to the service once the head lice have been treated.

**When infectious disease is referred to in this policy, it means communicable and notifiable diseases (See the Australian Government Department of Health at www.health.gov.au and National Health and Medical Research Council at www.nhmrc.gov.au)*

Ashmore OSHC Policy Reference: 4.11 Emergency Health and Medical Procedure Management and 4.14 Infectious Diseases Response Strategy.

5.6 Incident, Illness, Injury and Trauma

Whilst ASHMORE P&C OSHC actively strives to provide a safe and risk free environment and the avoidance of harm, there may be occasions when accidents, incidents or injuries occur. In the case of a minor illness or injury, an educator will attend to the incident and an Injury, Illness, Trauma and Incident Form Report and Injury, Trauma and Illness Record will be completed. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately and then the Approved Provider notified. Children who are ill will not be accepted by ASHMORE P&C OSHC services. Qualified educators will administer basic first aid only. When necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital and contact will be made with the parent/guardian. Where possible an educator will travel with the child in the ambulance. Parents/Guardians, in consultation with the Director/Assistant Director, are to ensure that each child with a diagnosed medical condition (asthma, diabetes, epilepsy, etc). has an Individual Medical Emergency Plan and parents/guardians have also completed a Risk Minimisation and Communications Plans. ASHMORE P&C OSHC services do not have access to EpiPen's or Ventolin for use on children, if your child requires an EpiPen or Ventolin strong consideration should be given to supplying the service with a spare one.

Ashmore OSHC Policy Reference: 4.1 General Health and Safety, 4.4 Preventative Health and wellbeing, 4.5 Incident, Illness, Injury and Trauma, 4.10 Anaphylaxis Management, 4.11 Emergency Health and Medical Procedure Management and 4.15 Asthma Management.

SECTION SIX: PROGRAMMING, BEHAVIOUR AND ACTIVITIES

6.1 Programming

ASHMORE P&C OSHC services plan, design and provide tailored age appropriate programs catering to the children's skills, interests and abilities through a variety of challenging and recreational activities and experiences. Service programs are also designed in accordance to the NQF and the My Time, Our Place Framework and for primary school age children. In developing programs, ASHMORE P&C OSHC services recognise the importance of an understanding of early/middle childhood and play in the development of children. Our aim is to provide activities and experiences 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 program, with a strong focus on child-initiated, child-interested and child-choice experiences and activities. In accordance with the National Quality Framework, observations and child orientated meetings are taken of the children and documented to aid in the programming evaluation cycle. These observations are not intended to act as anything other than a programming tool and are stored in the family file at the service where they can be viewed by parents/guardians if requested. The Director/Assistant Director will happily discuss any aspect of the program with interested parents/guardians. Family surveys are handed out at the end of every term (Week 9) to convey parents/guardians thoughts and input into the program. The weekly program is posted in the Family Information Area. Beside the weekly program there is also plank programming templates for parents/guardians and children to record their weekly thoughts, feelings and ideas in regards to the weekly program.

Ashmore OSHC Policy Reference: 3.1 Educational Program Planning, 3.2 Program and Documentation Evaluation and 3.15 Cooking with Children..

6.2 Daily Routines

Routines serve as an important role in the operation of the service. Morning routines can consist of children completing homework, reading, playing board games or participating in group games. Children may be allowed to leave the premises and go to school prior at 8.30am if a parent/guardian has completed and signed ASHMORE P&C OSHC early leave form. All other school age children will leave at 8:45am. Prep and Grade One children will be escorted and collected from their rooms. During the afternoon routine, an educator member signs in children immediately after school. A light, nutritious snack will be served, followed by time for homework (optional). A variety of structured activities such as cooking, craft, sports and music are organised daily. Opportunities for unstructured play are also available to all children. A copy of the services routines are attached below on the last page.

Ashmore OSHC Policy Reference: 2.4 Arrivals and Departures of Children, 3.1 Educational Program Planning, 3.2 Program and Documentation Evaluation and 3.4 Homework.

6.3 Environment and Facilities

ASHMORE P&C OSHC service takes pride in their facilities and surrounding environment and ensure a high level of hygiene and cleanliness is maintained. Educators endeavour to create a safe, secure and rewarding environment where children and families feel welcome and at ease. ASHMORE P&C OSHC services provide space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, for instance construction, art and craft, board games or dramatic play. Children and families are regularly consulted and involved in changing our environments to ensure all areas are child-focused and practical.

Ashmore OSHC Policy Reference: 2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.20 Supervision of Children, 6.1 Space and Facilities and 6.2 Provision of Resources and Equipment.

6.4 Weekly Food Menu

ASHMORE P&C OSHC service is a nut free zone. It is requested that food bought from home does not contain nuts as a few children attending have severe allergies. In the event that a child brings food containing nuts to the service, educators will collect, store and return the food to the family at the end of the day. Educators will then provide alternative food for the child. By adhering to the NOSH and PANOSH guidelines ASHMORE P&C OSHC encourages and promotes the health and wellbeing of children through a healthy, nutritious, culturally diverse diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed and role modelled in a happy and 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. ASHMORE P&C OSHC provides breakfast, a snack for afternoon tea and a late snack for the children during Before School, After School and Vacation Care. Our daily menu is displayed in the family information area. Please feel free to discuss any comments, concerns or feedback you may have regarding our Food and Nutrition Policy with the Director/Assistant Director or our Educational Leader. Water is available to children at all times. Service menus get assessed and reviewed on a regular basis by our Educators, Educational Leader and our Qualified Food Safety Supervisor.

Ashmore OSHC Policy Reference: 3.15 Cooking with Children, 5.2 Food and Nutrition, 5.3 Food Act Compliance, 5.6 Menu Development and 5.7 Food Safety Program and Guide.



6.5 Excursions/Incursions

During Vacation Care ASHMORE P&C OSHC services include excursions/Incursions as a valuable part of their overall program. Excursions/Incursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained. This will include the undertaking of an Excursion/Incursion risk assessment, assessment of the venues COVID-19 Safety Plans. Families will be required to sign an Excursion/Incursion permission form and all children who will be attending the excursion. Children on the day will be supplied with yellow wristbands to help identify them, whilst they are on excursions with the service. All children attending the service on an excursion day are expected to attend the excursion. No educators or children will remain at the service on excursion days. Excursion/Incursions will be planned around the interests, suggestions, abilities and skills of both educators and children at the service.

Ashmore OSHC Policy Reference: 2.3 Educator to Child Ratios, 2.20 Supervision Of Children, 3.1 Educational Program Planning, 3.5 Excursion/Incursions, 3.6 Transport for Excursions.

6.6 Extra Curricular Activities

At ASHMORE P&C OSHC understands the value of children enhancing their skills and abilities through the extra-curricular activities that Ashmore State Primary School provide for their students. If a child is required to attend any of these extra-curricular activities within the school grounds during ASHMORE P&C OSHC operating hours, parents/guardians must complete and sign the services Extra Curricular Permission Form. ASHMORE P&C OSHC will not permit a child to leave the service without the Extra Curricular Permission Form being completed. Any Grade Six or Five children will be allowed to be released to their chosen activity without being escorted by a service educator. The children will be escorted to their activity and signed off by the educator. Once this occurs the duty of child to the child is switch to the teacher/volunteer in charge of that certain activity within the school grounds.

Ashmore OSHC Policy Reference: 2.4 Arrivals and Departures, 3.8 Extra Curricular Activities and 3.11 escorting Children.

6.7 Homework

ASHMORE P&C OSHC services will supply time, space and supervision by one of our educators for children to do their homework if they wish. Please inform educators if you require your child to participate in structured homework time and their names and homework tasks will be added to our homework chart. Educators are unable to sign off on children's homework. Homework is offered in addition to programmed activities. Educators are unable to insist or force children to complete homework tasks.

Ashmore OSHC Policy Reference: 3.1 Educational Program Planning, 3.2 Program and Documentation Evaluation and 3.4 Homework.

6.8 Positive Behaviour Support and Management

Families, educators and children all have roles to play, as detailed in the Positive Behaviour Support and Management Policy. ASHMORE P&C 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 is approached by:

- * Supporting each child to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions;
- * Constantly and consistently using positive guidance strategies when reinforcing the services behaviour expectations and rules;
- * Having respect and dignity and individual uniqueness of the child; and
- * Acknowledge children through encouragement or reward when they make a positive choice in managing their own behaviour.

Parents/Guardians are requested not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If an educator observes a child breaking the rules they will discuss the behaviour with the child.

Ashmore OSHC Policy Reference: 2.6 Behaviour Support and Management.

6.9 Sun Safety

Children, educator, students and volunteers are encouraged to wear broad brimmed hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, undercover areas or shade cloth. This sun safety policy follows guidelines recommended by Queensland Cancer Council. UV index ratings and recommended times to play in the outdoor environment will be recorded daily on our UV chart and sourced from www.bom.gov.au/places/qld/gold-coast-seaway/forecast/. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.00am and 2.30pm. ASHMORE P&C OSHC will make a commitment to the best possible sun smart practices by supplying SPF 50 broad-spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians on the UV chart. Children will be reminded to apply sunscreen appropriately and regularly. Children without adequate sun protection must play indoors or under cover areas only. If child/ren are allergy to the sunscreen supplied by the service, please inform an educator of the service and the service will purchase the sunscreen that matches your child/ren sensitive skin.

Ashmore OSHC Policy Reference: 2.16 Promoting Protective Behaviours, 4.4 Preventative Health and Wellbeing and 4.8 Sun Safety.

6.10 Water Safety

ASHMORE P&C OSHC recognises water play (Especially during the warmer months) as an enjoyable and valuable play experience for children. ASHMORE P&C OSHC identifies that any water play undertaken should also have an educational purpose. ASHMORE P&C OSHC ensures that all health and safety guidelines are maintained during water play experiences.

In regards to bodies of water that present a significant high risk to children ASHMORE P&C OSHC will ensure the following procedures are implemented:

- A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator to child ratio. Consideration will also be given to the capacity of educators to rescue children from water;
- Parents/guardians must complete a 'Swimming Ability Form' for each child attending the activity. Information gained through this form will identify children's swimming competence and assist educators to manage their safety while in the water;

Educators will be positioned both in and out of the water to allow them to directly and actively supervise any child accessing the water; and

- At least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance and immediately available in an emergency.

Ashmore OSHC Policy Reference: 2.3 Educator to Child Ratios, 3.1 Educational Program Planning and 3.13 Water Activities and Safety.

6.11 Inclusion Support

ASHMORE P&C OSHC recognise that each child and family are unique in their own right and strive to include young people and families from all walks of life, celebrating different abilities, cultures and interests. ASHMORE P&C OSHC follows an equal opportunity enrolment process. Each family are required to provide relevant information about their child/ren. If your child has additional support needs, whether it is due to a medical need, disability, culturally and linguistically diverse background, or any other reason, we required for you to organise a meeting with the Director/Assistant Director. ASHMORE P&C OSHC educators utilise information provided through these processes to develop resources, programs and socially just practices at the service that are uniquely designed to provide all children with the highest-quality inclusive care. If needed ASHMORE P&C OSHC will in turn seek support and assistance from the Inclusion Support Agency Queensland.

Ashmore OSHC Policy Reference: 2.6 Behaviour Support and Management and 2.11 Including Children with Special/Additional Needs.

6.12 Toileting

ASHMORE P&C OSHC recognises that from time to time, children may have additional support needs with toileting and may not be able to consistently toilet themselves independently. ASHMORE P&C OSHC seeks to ensure that the children's health and safety with personal hygiene is supported while protecting their dignity and safety. Children who are frequently troubled with personal hygiene and toileting needs, parents/guardians will be requested to bring spare clothes. Parents/Guardians of children who require regular assistance with toileting will be requested to provide support to educators to ensure the situation is appropriately handled.

Ashmore OSHC Policy Reference: 3.11 Escorting Children and 4.9 Children's Toileting

SECTION SEVEN: GOVERNANCE, CODE OF CONDUCT AND POLICIES AND PROCEDURES

7.1 Governance

ASHMORE P&C EXECUTIVE COMMITTEE as the approved provider of ASHMORE P&C OSHC will meet legal and financial obligations by implementing appropriate governance practices. ASHMORE P&C OSHC aim to provide high quality child care that meets the objectives and principles of the National Quality Framework, the National Quality Standards, Child Care Provider Handbook, Education and Care National Regulations and Laws Act and My Time Our Place.

Ashmore OSHC Policy Reference: 10.10 Managing Compliance Within the Service and 10.19 Policy Development, Sourcing and Review

7.2 Parent/Guardian and Visitor Code of Conduct

A Parent/Guardian and Visitor Code of Conduct is on display within the ASHMORE P&C OSHC service indoor environment. This must be adhered to at all times. Parents/Guardians or visitors may be excluded from Ashmore P&C OSHC if educators feel threatened either physically or verbally or the educators feel that the children in care are at risk.

Ashmore OSHC Policy Reference: 9.3 Communication with Families, 9.4 Communication with Community and 9.8 Parent/Visitor Code of Conduct.

7.3 Volunteers and Students

Volunteers are a valued and integral part of the Ashmore State Primary School. Volunteers may be utilized within the ASHMORE P&C OSHC operations and program activities. From time to time ASHMORE P&C OSHC accepts students from local schools, TAFEs and universities to assist in the development of their skills through their current courses they are undertaking. However, volunteers and students will not be permitted to attend excursions trips/days without prior consent from the ASHMORE P&C EXECUTIVE COMMITTEE. ASHMORE P&C EXECUTIVE COMMITTEE as the approved provider of the service has the right to decline consent for volunteers and students to attend on excursion trips/days.

Ashmore OSHC Policy Reference: 8.5 Volunteers and Students.

7.4 Communication with Families

ASHMORE P&C OSHC services recognise that everyone involved in Outside School Hours Care is a participant and is invited to share and take part in the development and application of policies and procedures, enabling all participants to contribute to the goals and the philosophy of the service. Families are encouraged to be involved as fully as possible in the management and development of the service their children attend. Your feedback is valuable and important to us. We have a number of surveys throughout the year and have a confidential grievance procedure for all service users.

Ashmore OSHC Policy Reference: 9.3 Communication with Families, 9.4 Communication with Community and 9.5 Complaint and Grievance Handling.

7.5 Complaints, Grievances and Concerns

ASHMORE P&C OSHC will seek to resolve all genuine and reasonable complaints or grievance in the most appropriate way possible in consultation with the complainant. Discussions with the complainant will not to be conducted in the presence of the children, other educators or parents/guardians and heated discussions are to be avoided as far as possible. If it is not appropriate for the complaint to be

made to the Director/Assistant Director, the complainant will have direct access to the ASHMORE P&C EXECUTIVE COMMITTEE. The Director/Assistant Director will permit and, if appropriate, encourage the complainant to do so. The complaint will be recorded on the Meeting and Verbal Complaint Record and upon request the complainant can request a copy of this record.

Ashmore OSHC Policy Reference: 9.5 Complaint and Grievance Handling.

7.6 Information Handling

To protect children and better provide its services, ASHMORE P&C EXECUTIVE COMMITTEE and ASHMORE P&C OSHC seeks and deals with personal and sensitive information relating to families, children and others. ASHMORE P&C EXECUTIVE COMMITTEE and ASHMORE P&C 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. All educators of ASHMORE P&C OSHC upon employment are required to sign confidentiality agreements in relation to private information relating to families and children attending the service. All personal records will be stored and kept in a confidential manner. You may have access to your child's personal records at any time if you are the authorised parent or guardian who has enrolled the child. Please see the Director/ Assistant Director about accessing these records.

Ashmore OSHC Policy Reference: 10.24 Privacy Policy.

7.7 Policies and Procedures

ASHMORE P&C OSHC has extensive policies and procedures which reflect the Philosophy and Goals of our service. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Outside School Hours Care sector. If you require a copy, please see the Director/Assistant Director and they will be happy to provide you a current copy. A current copy is located in the Families Information Area. In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time at ASHMORE P&C OSHC. You are encouraged to read the full Policy and Procedure Manual upon enrolment. Policies and procedures are subject to change and are regularly reviewed by the ASHMORE P&C EXECUTIVE COMMITTEE.

Ashmore OSHC Policy Reference: 10.19 Policy Development, Sourcing and Review

7.8 Use of Photos and Video Images

On occasions your child may be photographed participating within the day-to-day activities and experiences we provide at ASHMORE P&C OSHC. These photos are not intended to act as anything other than for display within the services indoor environment and are used as part of our programming process and not for promotional or advertising material such as for community newspapers or media advertising. The children take great pride in having their day-to-day lives documented this way. If photos or images are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents/guardians/caregivers will be consulted and be required to sign a photo/video media release permission form. These forms are signed at the start of the year and updated every year.

Ashmore OSHC Policy Reference: 2.13 Use of Photographic and Video Images of Children, 2.17 Children Accessing the Internet and 10.26 ASHMORE OSHC Service Social Media Guidelines

7.9 Babysitting

ASHMORE P&C OSHC does not endorse educators and parents/guardians/caregivers entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements if they occur.

Ashmore OSHC Policy Reference: 8.24 Babysitting



7.10 Personal Effects and Property

ASHMORE P&C OSHC supply a range of appropriate activities and experiences for our children limiting the need for personal belongings to be brought from home. We discourage children from bringing any toys and electronic toys, such as iPads and iPods. We cannot guarantee the safety of these expensive items. For security purposes **children's electronic devices should be submitted to the Director/Assistant Director** upon arrival to the service. We have a landline and mobile phone on which parents/guardians/cargivers can contact us at any time.

Ashmore OSHC Policy Reference: 2.15 Children's Property and Belongings.

7.11 Clothing

During Before School and After School Care at ASHMORE P&C OSHC children will usually be dressed in school uniform. During Vacation Care we ask that children wear comfortable sun smart clothing which will enable them to participate in activities both in the indoor and outdoor environment. Please pack a change of clothes if you feel your child may need them. Clothing should comply with sun safety guidelines (no strappy tops). Hats will be worn in accordance with Preventative Health and Wellbeing Policy. We recommend the wearing of legionnaire or broad brimmed style hats. Appropriate footwear must be worn at all times. Sneakers (Enclosed Shoes) are the best option, as thongs and open-toed sandals do not protect children's feet adequately and children will not be permitted to go on excursions if in open ended shoes. All belongings must be clearly named.

Ashmore OSHC Policy Reference: 4.4 Preventative Health and Wellbeing and 4.8 Sun Safety

7.12 Runaway/Missing Children

ASHMORE P&C OSHC services have a comprehensive behaviour management plan and have service rules and guidelines which are implemented to ensure the safety of all children and educators. One of those rules is that the children must stay in areas licensed by the Office for Early Childhood Education and Care under the Child Care Act. If a child chooses to leave the school grounds and designated areas, educators will assess the situation in relation to duty of care to the individual child and the remaining group of children. Runaway children's parents/guardians will be contacted immediately, as will police if deemed appropriate by Director/Assistant Director. Children are given 10mins in the Afternoon School Care session to present themselves to the Responsible Person on duty. After 10mins an educator will be sent to try and discover the whereabouts of the child/ren, whilst this is occurring the Director/Assistant Director will contact parent/guardians, emergency contacts/authorised nominees and the police. If at any stage during an excursion that a child becomes missing the process in regards to Afternoon School Care will occur.

Ashmore OSHC Policy Reference: 2.4 Arrival and Departures Of Children

Appendix A

Before School Care Routine



6.30am	Service opens and breakfast available, activities set out.
6.45am	Quiet indoor activities, homework club, games and construction.
7:00am - 8.30am	Children can select indoor or outdoor activities as per service program.
8.10am	Last call for breakfast.
8.20am	Breakfast to be packed away and 10min warning given for all areas to pack up.
8.25am	Toileting of children and Prep Children
8.30am	Children to assist in the cleaning of both indoor and outdoor areas.
8.45am	Children signed out and move to their classrooms, Prep Children escorted to rooms by an educator for handover.
9.00am - 10:00am	Educators to clean and set up room for next session. Before school care closes at 9:00am

Ashmore P&C OSHC's morning routine is flexible to suit each and every individual child's needs, interests, capabilities, cultural beliefs and family backgrounds. Breakfast will be made available to every child as they arrive between the hours of 6.30am and 8.15am. After this time every effort will be made to provide children with a quick light and healthy snack to get them to munch and crunch time at school. Food will be provided for children who have dietary requirements, food allergies or cultural dietary requirements. Children are encouraged by service educators to self-serve, practice safe hygiene and cleaning and engage in conversations. We will also be encouraging the children to use and expand their self-help skills as they cook, serve, eat and clean up their breakfast.

Appendix B

Afternoon School Care Routine



3:00pm- 3:15pm	Children arrive and roll marked. Prep children are collected from their classrooms by a service educator. As children are signed in they are taken to the toilets to wash their hands.
3.15- 3.30pm	Afternoon tea is served and children sit calmly to eat and engage in conversation when educators and fellow peers. When all children are accounted for an educator and two children who have nominated themselves, we read out what areas are open and what activities and experiences are on offer for the afternoon.
3.30- 5:30pm	Children choose the areas, activities and experiences they wish to participate in.
5:30pm ~ 5.45pm	Small pack up of indoor and outdoor equipment. Toilet call and hands washed, late snack served.
5:45pm- 6:15pm	Quiet activities and experiences that can be undertaken in the main indoor room environment. Commence packing up of services indoor and outdoor equipment.
6:15pm- 6.30pm	Service closes and all checks completed by educators.

Activities and experiences planned are child orientated and based on children's interests, abilities, skill levels and outdoor environment factors. Quiet areas are set up in the service to allow children the opportunity to complete homework task and projects remaining from school time. Afternoon tea and late snack is prepared by educators and involves choices surrounding current health choice requirements, dietary requirements and cultural requirements.

Appendix C



SERVICE PHILOSOPHY

Ashmore P&C OSHC is an onsite before, after and vacation care service based on the grounds of Ashmore State School. We recognise the benefits of a fun filled play and educational based learning program that based on the 'My Time, Our Place" framework. Our service set amongst an enriching environment both indoors and outdoors that is based on the interest, needs and family heritage of each child, which will be guided by our qualify educators, children's families, the school and surrounding community.

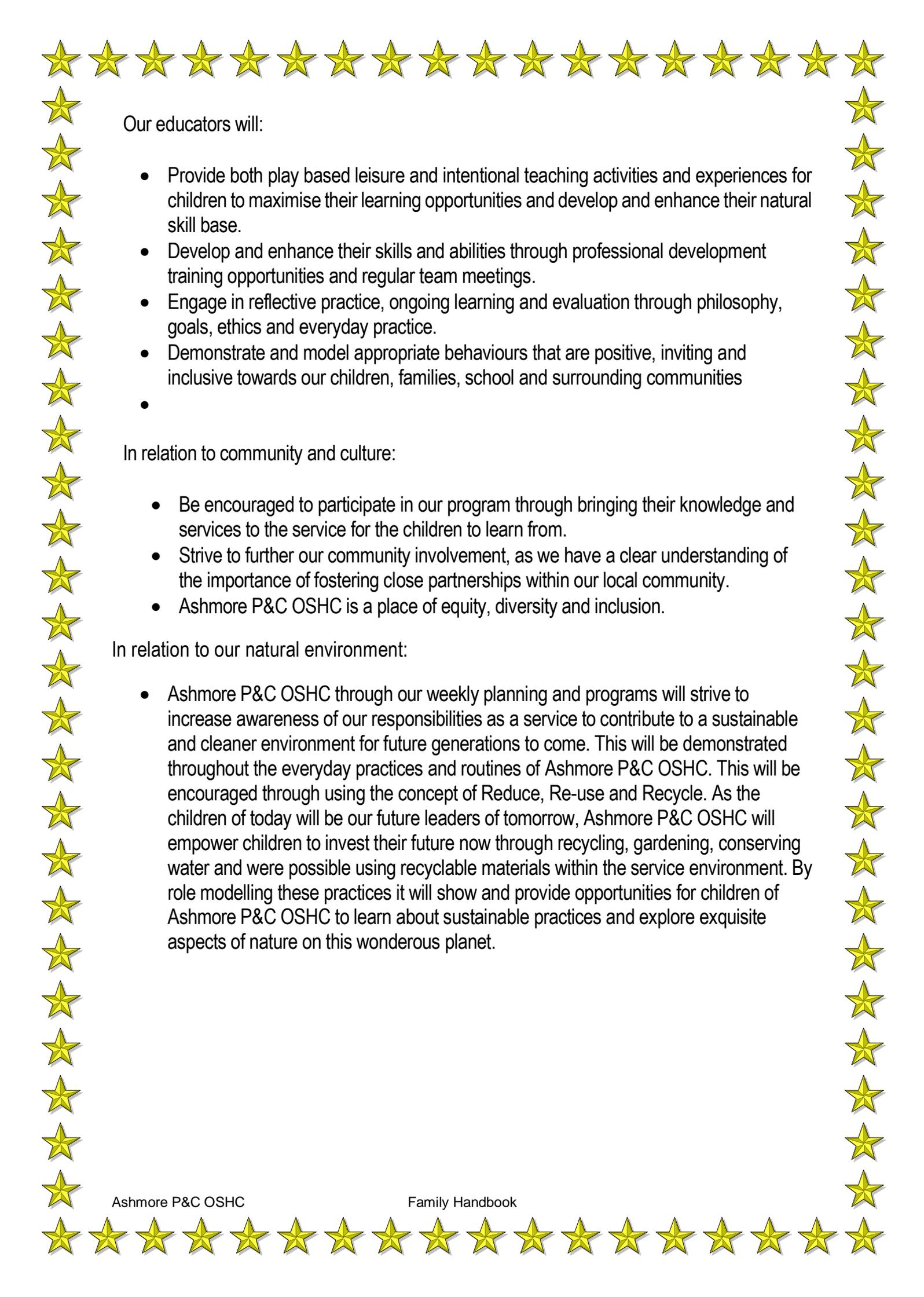
Ashmore P&C OSHC aims to achieve this by creating an environment that our children feel safe, secure, supported and respected through acknowledging them as unique and creative individuals.

We believe our children will:

- Develop their cultural, spiritual and personal interests with an inclusive program personalised to each individual child.
- Learn from positive interaction with educators and other children that strengthen relationships, share decision, display respect and trust, stimulate and challenge their thinking and provide feedback.
- Have the ability to control the direction of their learning and will be supported through endless ways and opportunities to express themselves.
- Develop an individual sense of wonder, belonging to and love of the land, nature and its creatures great and small, that are critical to children to develop a life-long respectful, positive and proactive attitude to our environment and ensure a sustainable future for generations to come.

We recognise that our families:

- Become partners, collaborators and advocates for their children's learning, abilities, skills, growth and development.
- Communicate their interest and opinions of our program, practices, policies, procedures and suggestions for improvement based on their family values and aspirations for their children to achieve the goals their children set.



Our educators will:

- Provide both play based leisure and intentional teaching activities and experiences for children to maximise their learning opportunities and develop and enhance their natural skill base.
- Develop and enhance their skills and abilities through professional development training opportunities and regular team meetings.
- Engage in reflective practice, ongoing learning and evaluation through philosophy, goals, ethics and everyday practice.
- Demonstrate and model appropriate behaviours that are positive, inviting and inclusive towards our children, families, school and surrounding communities
-

In relation to community and culture:

- Be encouraged to participate in our program through bringing their knowledge and services to the service for the children to learn from.
- Strive to further our community involvement, as we have a clear understanding of the importance of fostering close partnerships within our local community.
- Ashmore P&C OSHC is a place of equity, diversity and inclusion.

In relation to our natural environment:

- Ashmore P&C OSHC through our weekly planning and programs will strive to increase awareness of our responsibilities as a service to contribute to a sustainable and cleaner environment for future generations to come. This will be demonstrated throughout the everyday practices and routines of Ashmore P&C OSHC. This will be encouraged through using the concept of Reduce, Re-use and Recycle. As the children of today will be our future leaders of tomorrow, Ashmore P&C OSHC will empower children to invest their future now through recycling, gardening, conserving water and where possible using recyclable materials within the service environment. By role modelling these practices it will show and provide opportunities for children of Ashmore P&C OSHC to learn about sustainable practices and explore exquisite aspects of nature on this wonderful planet.